SOUTH AFRICAN IT PROCESS IMPROVEMENT ASSOCIATION

User Manual for the ImprovelT Website Frontend

Technical Product

Issue 8

Table of Contents

Table of Contents ii

Change History iv

Configuration Control iv

Document History iv

Revision History iv

Change Forecast iv

1 Scope 1

1.1 Purpose 1

1.2 Audience 1

1.3 Applicable Documents 1

1.4 Assumptions 1

2 The ImproveIT website 2

2.1 00 Overview of user functionality 2

2.2 01 Site registration 3

3 The Forum user features 9

3.1 01 Editing a user profile 9

3.2 02 Setting up your Avatar 15

3.3 04 Sending a private message 17

3.4 06 Subscribe to a post and forums 23

3.5 07 Opening a private message 29

3.6 08 Creating a new topic 31

3.7 09 Closing a topic 33

3.8 10 Moving and merging topics 35

3.9 11 Rate the topic....39
3.10 12 Replying to a post....40
3.11 13 Editing or deleting a post....42
3.12 16 Responding to a poll....44
4 The Document Manager interface....48
4.1 01 The document management system....48
5 The Helpdesk....56
5.1 01 The Helpdesk....56
6 The ActiveHelper chat system....61
6.1 01 The ActiveHelper Chat System....61
7 The meeting booking system....67
7.1 01 The Meeting Booking System....67

Change History

Configuration Control

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Revision History

Issue	Date	Changes
1	2012-02-13	New document created using DEV-TEM-04.dot
2	2012-02-23	Updated all components; depreciated section 5, 14, 15; added section 16; add chapter 4
3	2012-02-25	Updated section 2.2 of this document.
4	2012-03-05	Updated section 2.2 – add content on refreshing the user profile
5	2012-07-27	Section 1 refreshed; added section 4
6	2012-08-14	Section 6 completely revised due to the migration from Agora version 3 to Agora version 4.
7	2012-08-16	Add support for the ActiveHelper chat system
8	2012-09-27	Add chapter for meeting booking system

Change Forecast

1 Scope

1.1 Purpose

This document identifies the features supported in the Joomla-based ImproveIT website (www.improveit.org.za).

1.2 Audience

The audience for this document comprises the following stakeholders including:

- Users of the ImproveIT website interface

1.3 Applicable Documents

1.3.1 Technical documentation

JML-URM-02 Administration manual for the ImproveIT website.

1.4 Assumptions

The manual assumes a broad but general familiarity with browser behaviour and features of web-based applications.

2 The ImproveIT website

2.1 00 Overview of user functionality

2.1.1 Introduction:

The user interface to the ImproveIT website supports:

a) Bulletin board software – to support interactions related to the review of standards, and other best practice documents.

   This is based on the Agora extension for the Joomla framework.

b) A document repository – to support the development of local and international standards as they travel through their lifecycle.

   This document repository is based on the Document Manager Extension for the Joomla framework supplied by JoomlaTools.

c) The ImproveIT Process Benchmarking Service, including:

   1. A form for requesting an assessment;
   2. A form for uploading the process data required to support an assessment;
   3. An e-commerce facility for:
      1. Downloading the reports that are provided for free (i.e. Basic Reports); and
      2. Paying for and then downloading the additional reports (i.e. Comprehensive Reports).

d) A helpdesk facility that supports:

   1. The creation and management of support 'tickets'; and
   2. An ActiveHelp chat message facility for real-time private message exchange.

2.1.2 Audience

This documentation has been assembled with the following audience in mind:

- Technical specialists who use the website for the review of standards and other sources of good industry practice.
- Users of the Process Benchmarking Service.

2.1.3 Assumptions

It is assumed that the user has a prior experience of using bulletin board and e-commerce software.

2.1.4 References

1. The Joomla Framework (www.joomla.org)
2. Agora Forum Extension (www.jvitals.com)
3. DOCMAN Extension (www.joomlatools.eu)
4. The Virtuemart eCommerce Extension (www.virtuemart.net)
5. PayFast payments processing service for South Africans and South African websites. Payfast processes credit cards (Visa and MasterCard), Instant EFT (bank transfers to any of SA's four biggest banks that get instantly verified), mimoney and Ukash. (www.payfast.co.za).

2.2 01 Site registration

2.2.1 1. Introduction:

This section describes the steps to be followed when registering on the ImproveIT site.

2.2.2 2. Usage:

2.2.2.1 2.1 Create an account

1. In the registration panel on the left of the website, click on the Create account link.

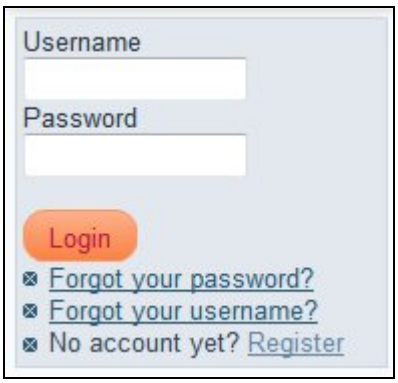

Figure 1 User registration link

2.2.2.2 2.2 Fill in the registration details. These details are shown as follows:

1. Provide the Site Access and Personal Details.

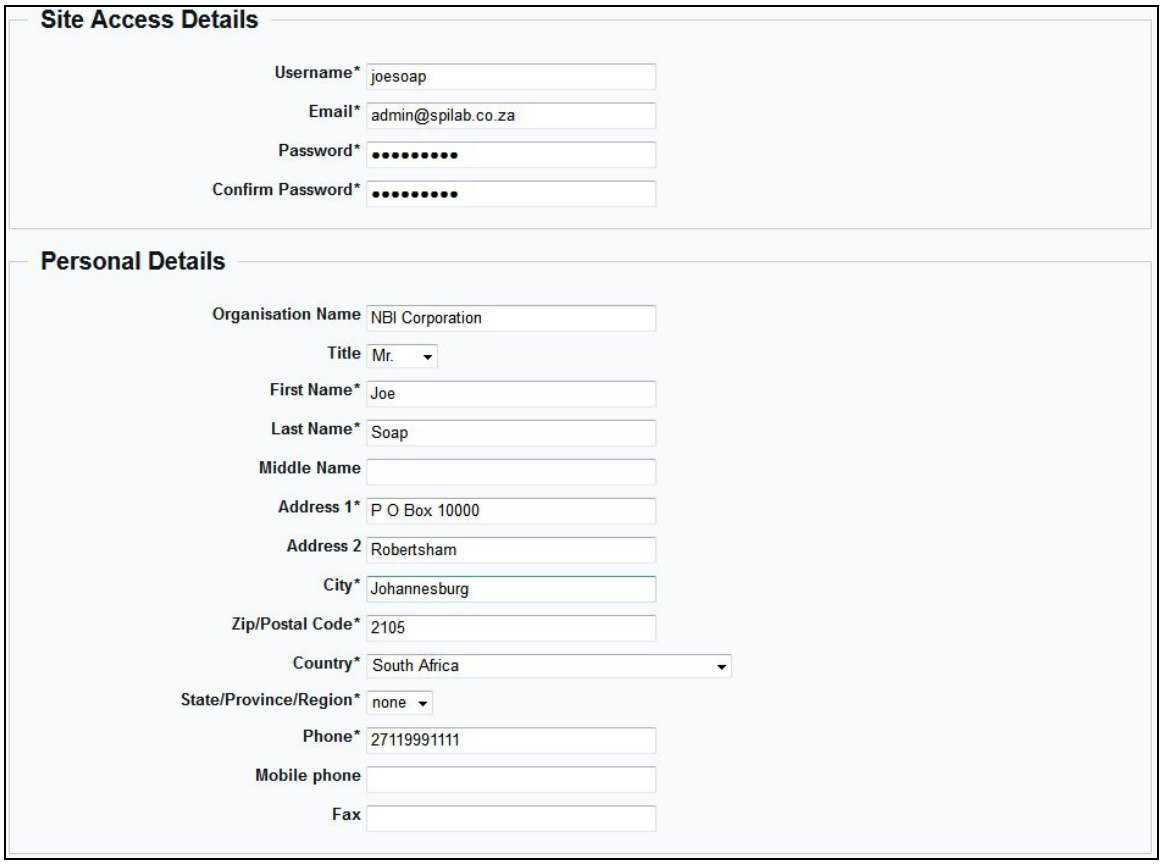

Figure 2 First user details sequence

2. Provide the Professional experience, Interest areas, and Organisational management system details

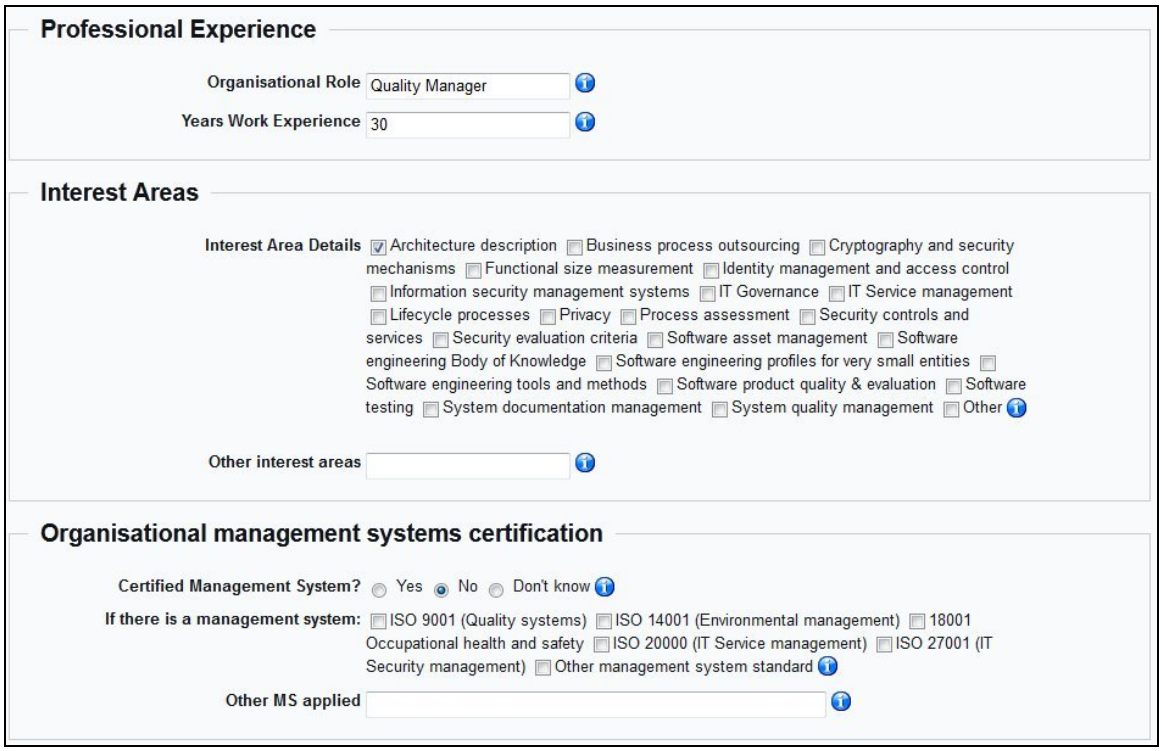

Figure 3 Second user details sequence

3. Provide the Development standards, and final registration details.

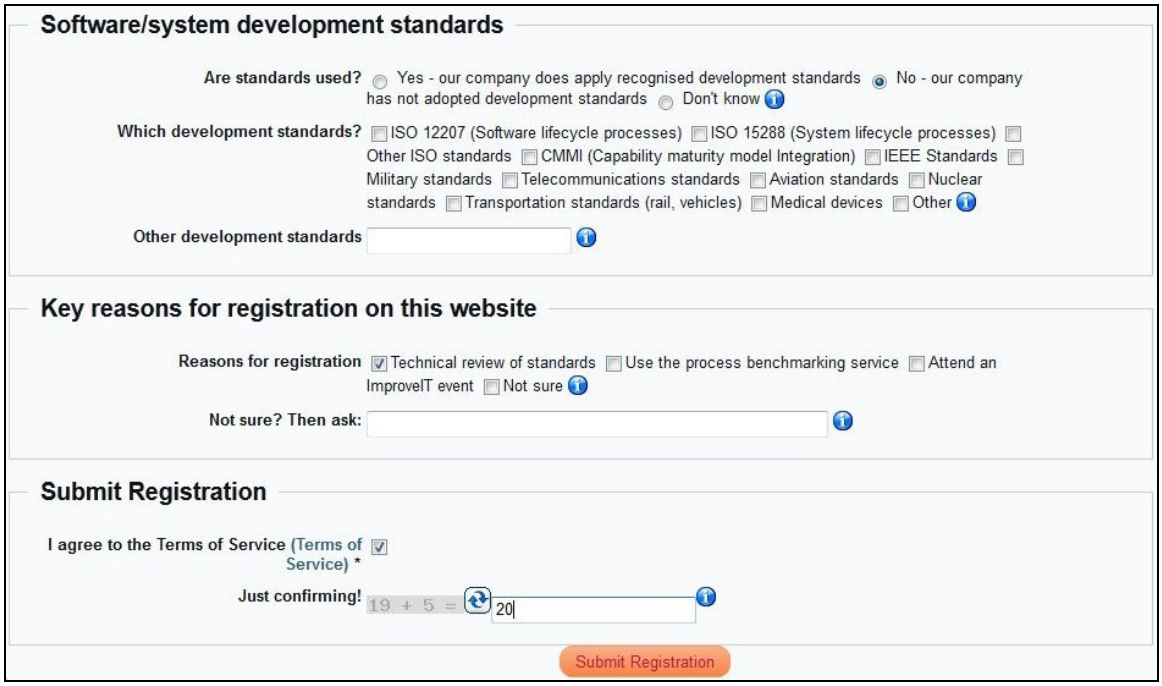

Figure 4 Third user details sequence

2.2.3 2.3 Sequence of system e-mails

1. The registration is acknowledged.

The specimen e-mail is shown below:

Hello <name>, Thank you for registering at South African IT Process Improvement Association. Your account is created and will be activated by ADMIN before you can use it. After activation you may login to http://www.improveit.org.za using the following username and password: Username - <username> Password - <password>

2. An e-mail is sent to the system administrator:

Hello ADMIN, A new user has registered at South African IT Process Improvement Association. To activate the account click on the following link or copy-paste it in your browser: <activation path>; This email contains their details: Name - <name> e-mail - <email> Username - <username>

3. Administrator confirmation will then be performed. You will receive an e-mail similar to:

Hello <name>, Your account at the South African IT Process Improvement Association is now approved and you can now login.

2.2.3.1 2.4 On login

When you login into the website, you will see the following display:

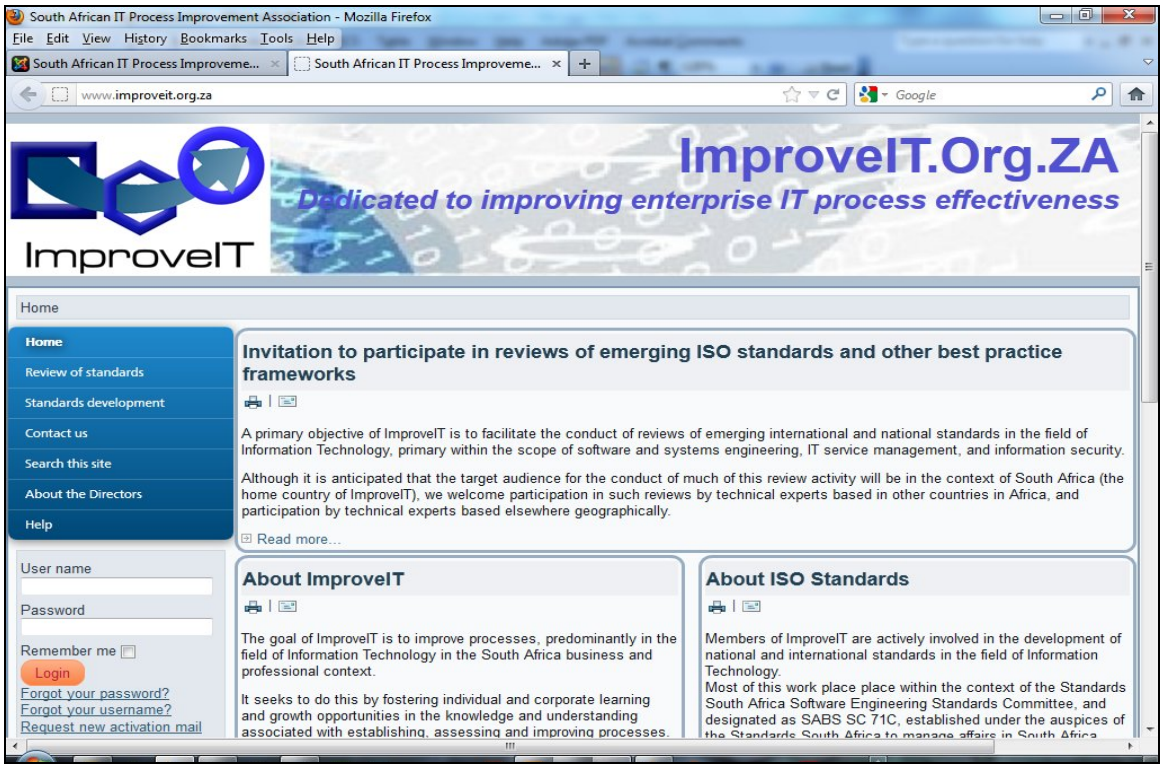
South African IT Process Improvement Association - Mozilla Firefox
File Edit View History Bookmarks Tools Help
www.improveit.org.za
ImproveIT.Org.ZA
Dedicated to improving enterprise IT process effectiveness
ImproveIT
Home
Home
Review of standards
Standards development
Contact us
Search this site
About the Directors
Help
Invitation to participate in reviews of emerging ISO standards and other best practice frameworks
A primary objective of ImproveIT is to facilitate the conduct of reviews of emerging international and national standards in the field of Information Technology, primary within the scope of software and systems engineering, IT service management, and information security.
Although it is anticipated that the target audience for the conduct of much of this review activity will be in the context of South Africa (the home country of ImproveIT), we welcome participation in such reviews by technical experts based in other countries in Africa, and participation by technical experts based elsewhere geographically.
Read more...
User name
Password
Remember me
Login
Forgot your password?
Forgot your username?
Request new activation mail
About ImproveIT
The goal of ImproveIT is to improve processes, predominantly in the field of Information Technology in the South Africa business and professional context.
It seeks to do this by fostering individual and corporate learning and growth opportunities in the knowledge and understanding associated with establishing, assessing and improving processes.
About ISO Standards
Members of ImproveIT are actively involved in the development of national and international standards in the field of Information Technology.
Most of this work place place within the context of the Standards South Africa Software Engineering Standards Committee, and designated as SABS SC 71C, established under the auspices of

Figure 5 The ImproveIT website

2.2.3.2 2.5 Refreshing the user profile

1. To refresh the details in the user profile, click on the main menu feature 'Maintain user profile'.

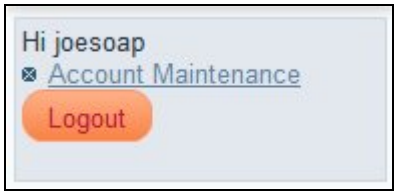

Figure 6 Account maintenance link

2. To update the account profile. Click on the Account Information icon.

The form that will be presented is the same as in Section 2.2 above.

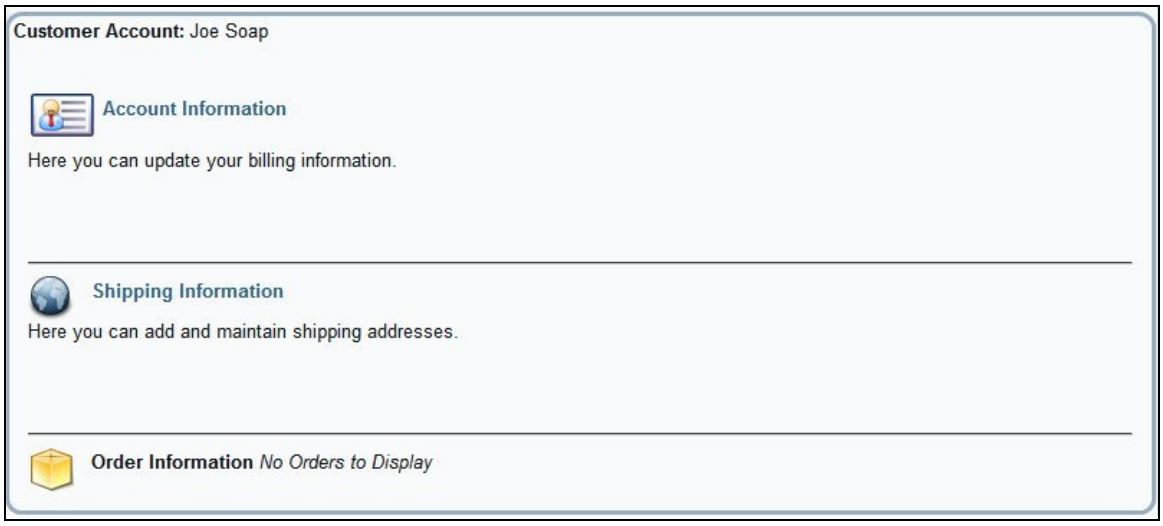
Customer Account: Joe Soap
Account Information
Here you can update your billing information.
Shipping Information
Here you can add and maintain shipping addresses.
Order Information No Orders to Display

Figure 7 The account maintenance profile link

2.2.4 3. Remarks:

None.

2.2.5 4. See also:

None.

2.2.6 Shortcut keystroke:

2.2.7

3 The Forum user features

3.1 01 Editing a user profile

3.1.1 1. Introduction:

Users can edit their profile in Agora frontend if they have been allowed to do so by their administrator.

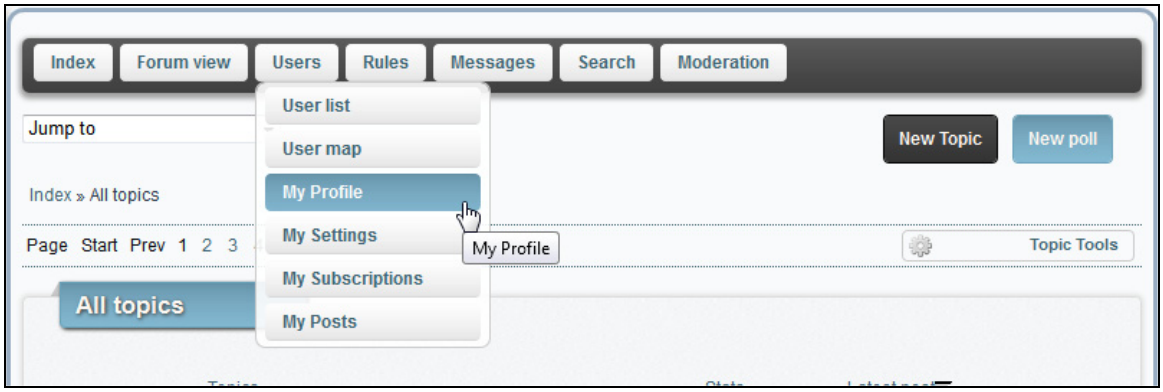

Figure 8 User Profile Selection

3.1.2 2. Function:

Clicking on Users > My Profile will display a vertical menu on the left showing: the following options:

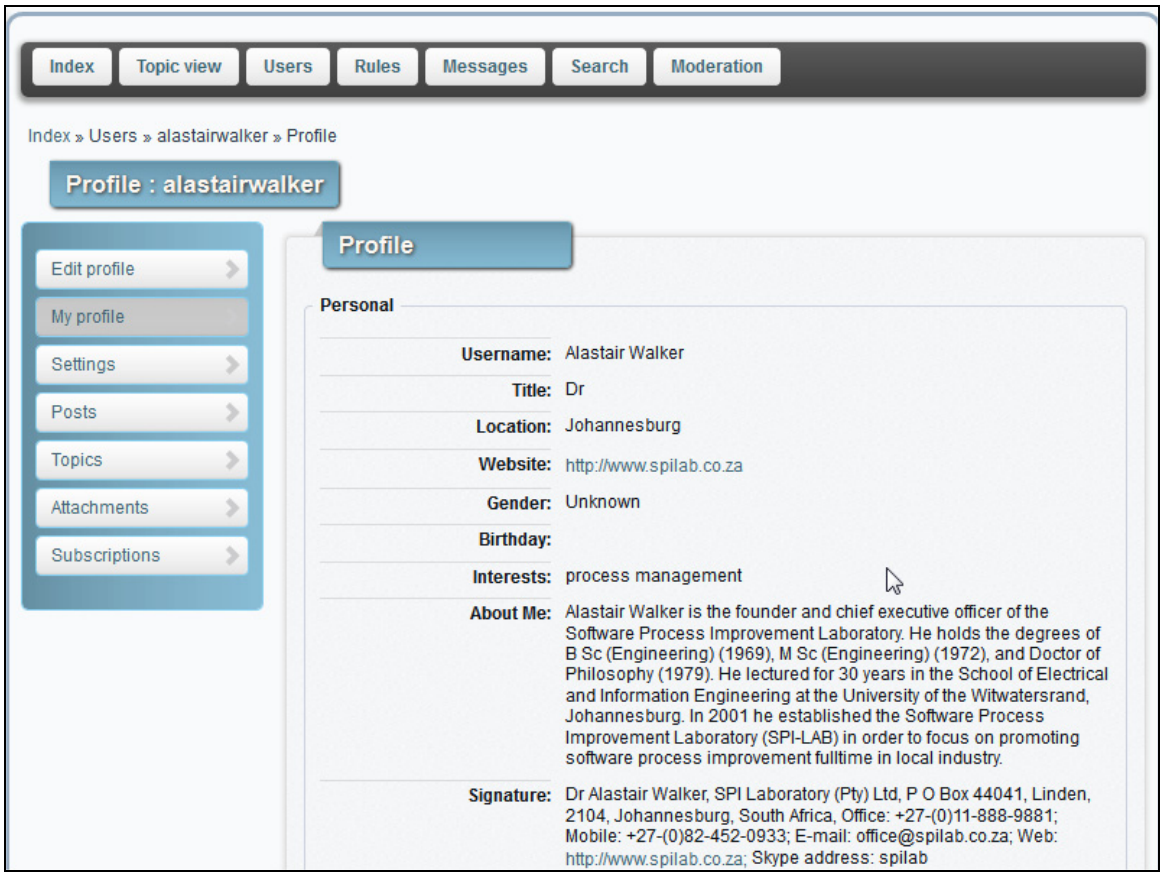
Index
Topic view
Users
Rules
Messages
Search
Moderation
Index » Users » alastairwalker » Profile
Profile : alastairwalker
Edit profile
My profile
Settings
Posts
Topics
Attachments
Subscriptions
Profile
Personal
Username: Alastair Walker
Title: Dr
Location: Johannesburg
Website: http://www.spilab.co.za
Gender: Unknown
Birthday:
Interests: process management
About Me: Alastair Walker is the founder and chief executive officer of the Software Process Improvement Laboratory. He holds the degrees of B Sc (Engineering) (1969), M Sc (Engineering) (1972), and Doctor of Philosophy (1979). He lectured for 30 years in the School of Electrical and Information Engineering at the University of the Witwatersrand, Johannesburg. In 2001 he established the Software Process Improvement Laboratory (SPI-LAB) in order to focus on promoting software process improvement fulltime in local industry.
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Figure 9 Profile options

3.1.3 3. Usage:

3.1.3.1 3.1 Personal details – Edit Profile

The user can edit their profile details.

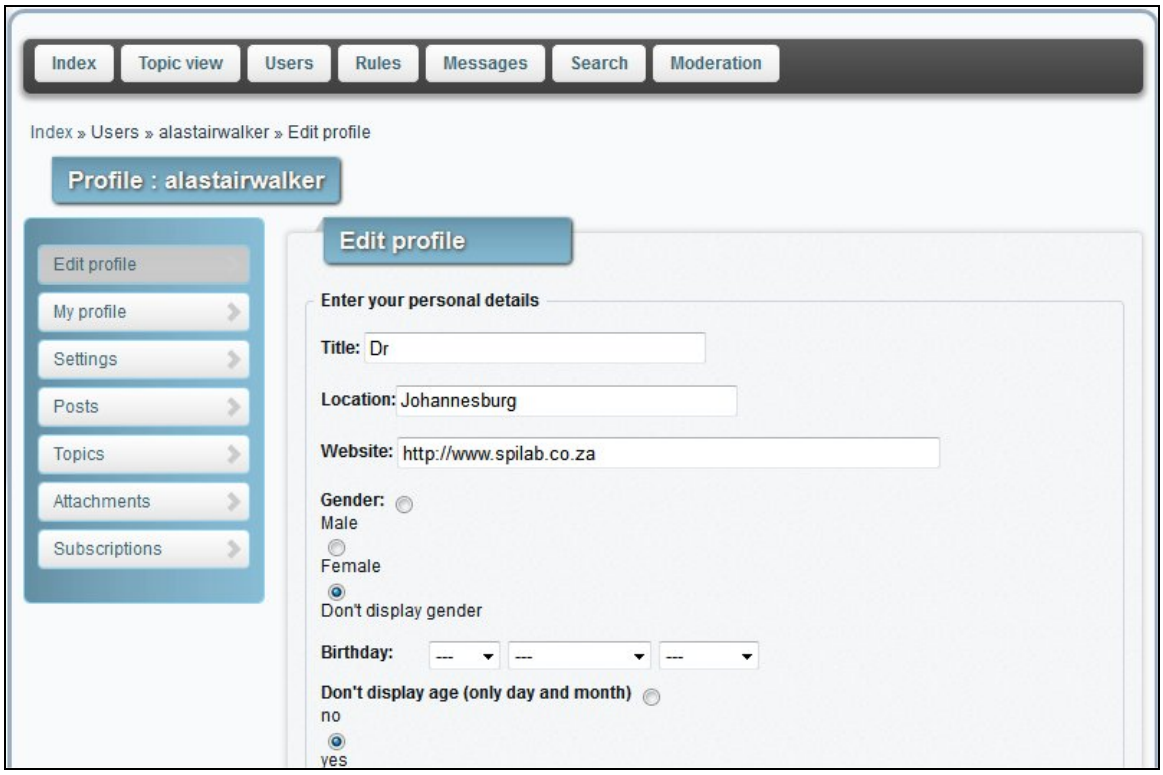


Figure 10 Personal preference settings

3.1.3.2 3.2 Messaging

Displays messaging tabs for users to enter information for external messaging services that other users can use to contact them:

- *Jabber*
- *ICQ*
- *MSN*
- *AOL Instant Messenger*
- *Yahoo Instant Messenger*
- *Xfire*
- *Skype*

3.1.3.3 3.3 Personality

This section is used to manage your avatar as well as the signature that will optionally be attached to all your posts. If allowed by the administrator, an attachment can be added to your signature.

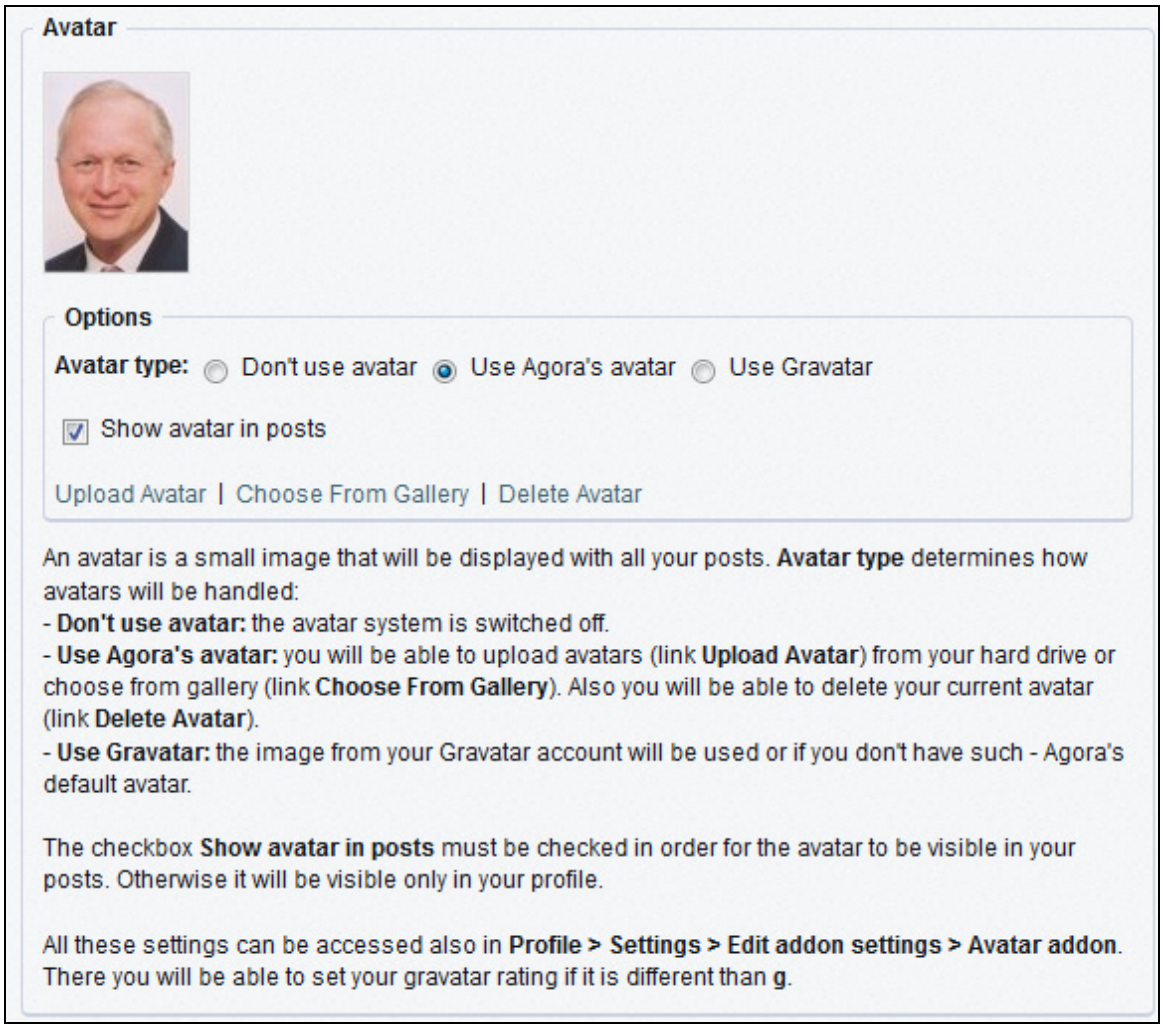

Avatar
Options
Avatar type: Don't use avatar Use Agora's avatar Use Gravatar
Show avatar in posts
Upload Avatar | Choose From Gallery | Delete Avatar
An avatar is a small image that will be displayed with all your posts. Avatar type determines how avatars will be handled:
- Don't use avatar: the avatar system is switched off.
- Use Agora's avatar: you will be able to upload avatars (link Upload Avatar) from your hard drive or choose from gallery (link Choose From Gallery). Also you will be able to delete your current avatar (link Delete Avatar).
- Use Gravatar: the image from your Gravatar account will be used or if you don't have such - Agora's default avatar.
The checkbox Show avatar in posts must be checked in order for the avatar to be visible in your posts. Otherwise it will be visible only in your profile.
All these settings can be accessed also in Profile > Settings > Edit addon settings > Avatar addon. There you will be able to set your gravatar rating if it is different than g.

Figure 11 Managing avatar details

Avatar Display options: An avatar is a small image that will be displayed with all your posts. By default the avatar must not exceed 100 x 100 px and 102400 Bytes (100 KB).

- **Use Avatar**: In order for the Avatar to be visible to other users, the Use Avatar checkbox must be ticked.
- **Upload Avatar:** Clicking Upload Avatar opens the upload page.
- **Browse:** Opens a file explorer on your computer in order to select the graphic file you want to use as your avatar.
- **Upload:** Starts the transfer of the file to the forum's server so that it can be viewed by other users of the forum.
- **Back:** Cancels the operation and takes you back to the profile personality page.
- **Change Avatar:** Allows you to select an avatar from existing avatar galleries. The galleries may include other user's uploaded avatars as well as predefined avatars.

- **Delete Avatar:** Removes your avatar from your profile as well as the server (if you have uploaded a custom avatar).

Compose Signature: A signature is a small piece of text that is attached to your posts. In it, you can enter just about anything you like. It's up to you! In your signature you can use BBCode if it is allowed in this particular forum. You can see the features that are allowed/enabled listed below whenever you edit your signature.

3.1.3.4 3.4 Display

Here you can change the default display features to better suit your needs.

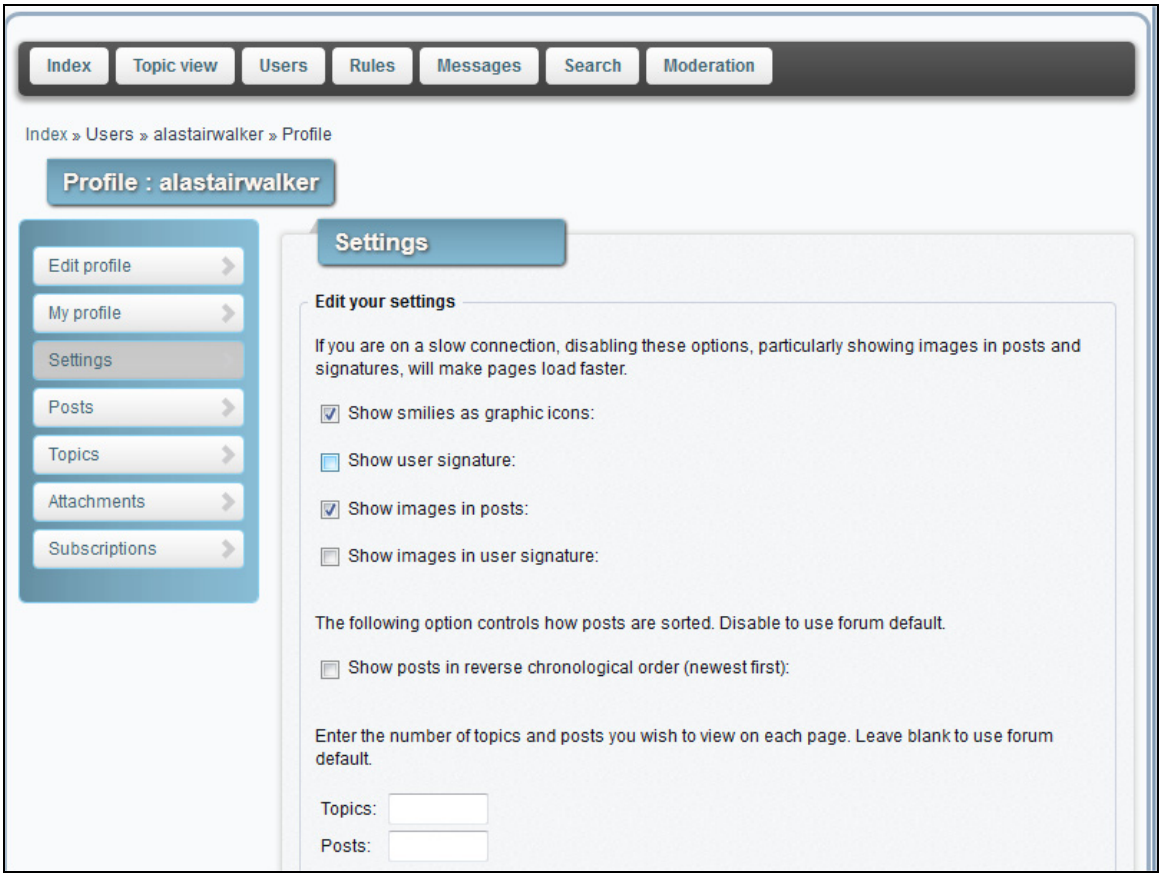

Index
Topic view
Users
Rules
Messages
Search
Moderation
Index » Users » alastairwalker » Profile
Profile : alastairwalker
Edit profile
My profile
Settings
Posts
Topics
Attachments
Subscriptions
Settings
Edit your settings
If you are on a slow connection, disabling these options, particularly showing images in posts and signatures, will make pages load faster.
Show smilies as graphic icons:
Show user signature:
Show images in posts:
Show images in user signature:
The following option controls how posts are sorted. Disable to use forum default.
Show posts in reverse chronological order (newest first):
Enter the number of topics and posts you wish to view on each page. Leave blank to use forum default.
Topics:
Posts:

Figure 12 Managing option displays

- **Set Your Options for Viewing Posts**: These features are generally enabled by default (except reverse ordering). If you are on a slow connection, disabling these options, particularly showing images in posts and signatures, will make pages load faster.

- **Show smilies as graphic icons:** With this enabled (checked) text characters that are associated to a graphic smiley are automatically displayed as graphics. Smilies may also be disabled globally in the Agora backend, or when the poster selects disable smilies when posting. If you do not see smilies and this option is enabled, please

contact the forum administrator to verify that graphic smilies are enabled in the backend (Components-Agora Forum-Options-Display-Smilies).

- **Show user signatures:** When enabled the signatures of users which have entered a signature in their profile will be visible in their posts.
- **Show user avatars in posts:** Shows the Avatar of the poster in the author information area (usually to the left of the message). If no avatars show at any time, this may have been disabled in the Agora administrator backend (Components-Agora Forum-Options-Avatars-Use Avatars).
- **Show images in posts:** When enabled the graphics are displayed inside the post. When disabled a link will be displayed where the graphic can be downloaded.
- **Show images in user signatures:** With this enabled the graphics are displayed inside the poster's signature. When disabled a link will be displayed where the graphic can be downloaded.
- **Show posts in reverse chronological order:** With this enabled the replies in a topic will be ordered starting with the newest and ending with the original post. By default this is disabled, and the post will be ordered starting with the oldest and ending with the newest.

Set Your Options for Viewing Posts 2: This second section of Set your Options for viewing posts allows the user to set the number of posts or topics that are listed on a single page.

- **Topics:** Enter the number of topics you would like displayed. This affects both the Forum View as well as Topic View.
  Note: if left blank the default number of topics will be displayed as defined by the Agora administrator in the backend (usually 10).
- **Posts:** Enter the number of posts you'd like to see per page. This includes the original post as well as the replies to that post.
  Note: if left blank the default number of posts will be displayed as defined by the Agora administrator in the backend (usually 5).

3.1.3.5 5.5 Gallery Attachments

(See Uploading Attachments).

This feature enables users to upload and insert picture files to their posts and private messages.

3.1.3.6 3.6 Posts

Displays a list of the messages posted by the user, by default 10.

3.1.3.7 3.7 Subscriptions

See Subscribing to posts and forums.

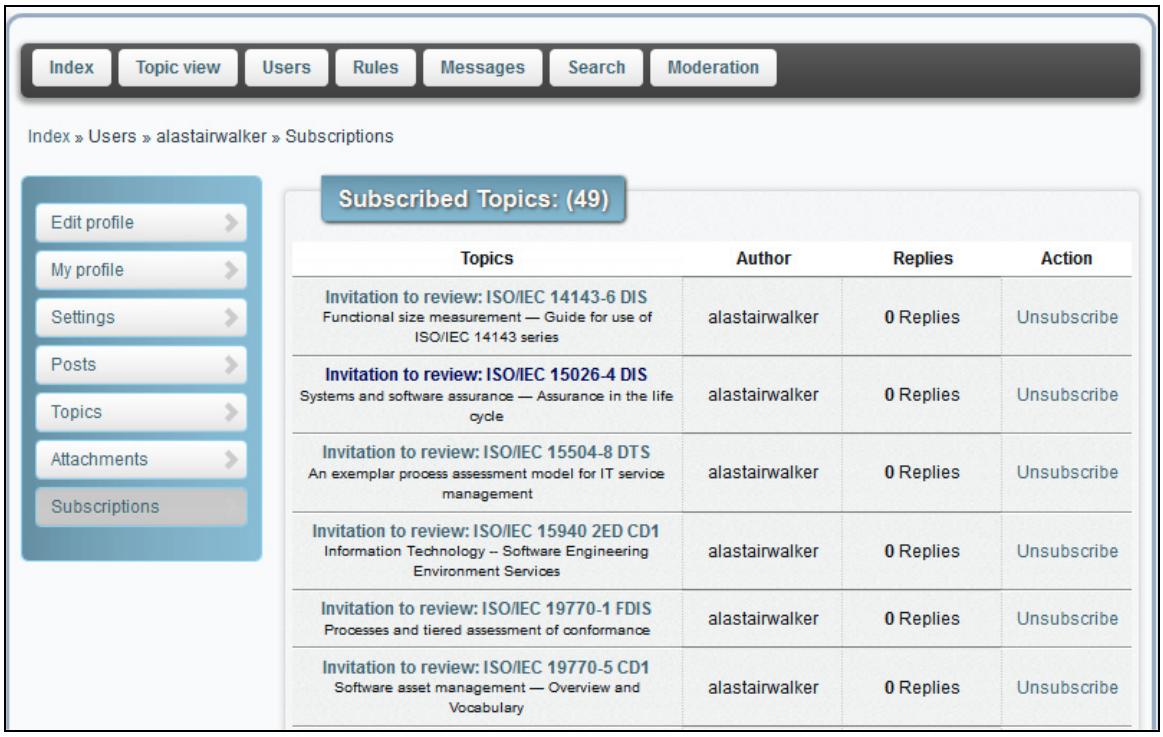


Figure 13 Managing subscriptions

3.1.3.8 3.8 Preview

See also Profile (backend).

3.1.4 4. Remarks:

None.

3.1.5 5. See also:

n/a

3.2 02 Setting up your Avatar

3.2.1 1. Introduction:

As the name suggests, an Avatar is a visual representation of your digital persona. Avatars can be photos of yourself or someone else, icons, symbols, cartoon characters, etc. Most users will choose an Avatar that best represents their interests.

3.2.2 2. Usage:

3.2.2.1 2.1 Upload avatar

To upload your first avatar:

1. On the frontend Agora home page, hover your mouse over the Main Toolbar and select Users > My Profile.

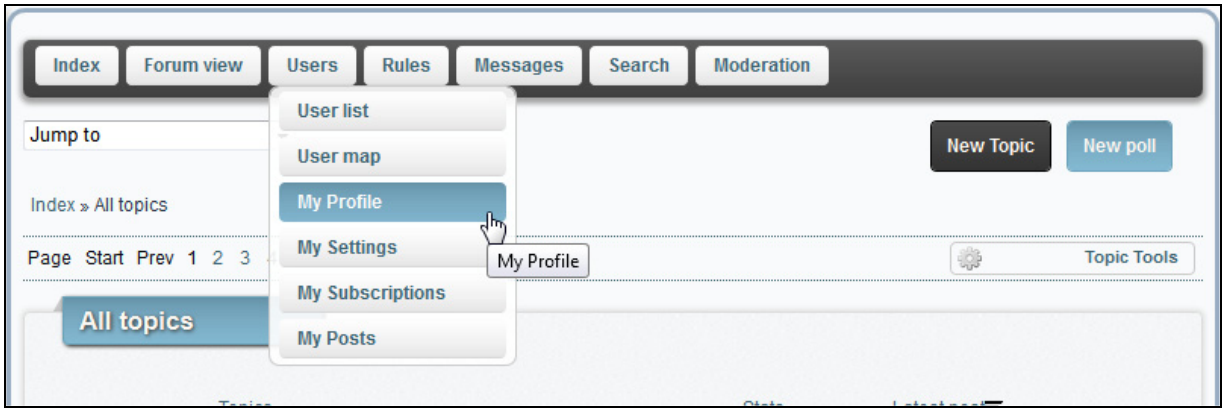


Figure 14 User profile

2. In Edit Profile, the Avatar group box, click on Upload Avatar.

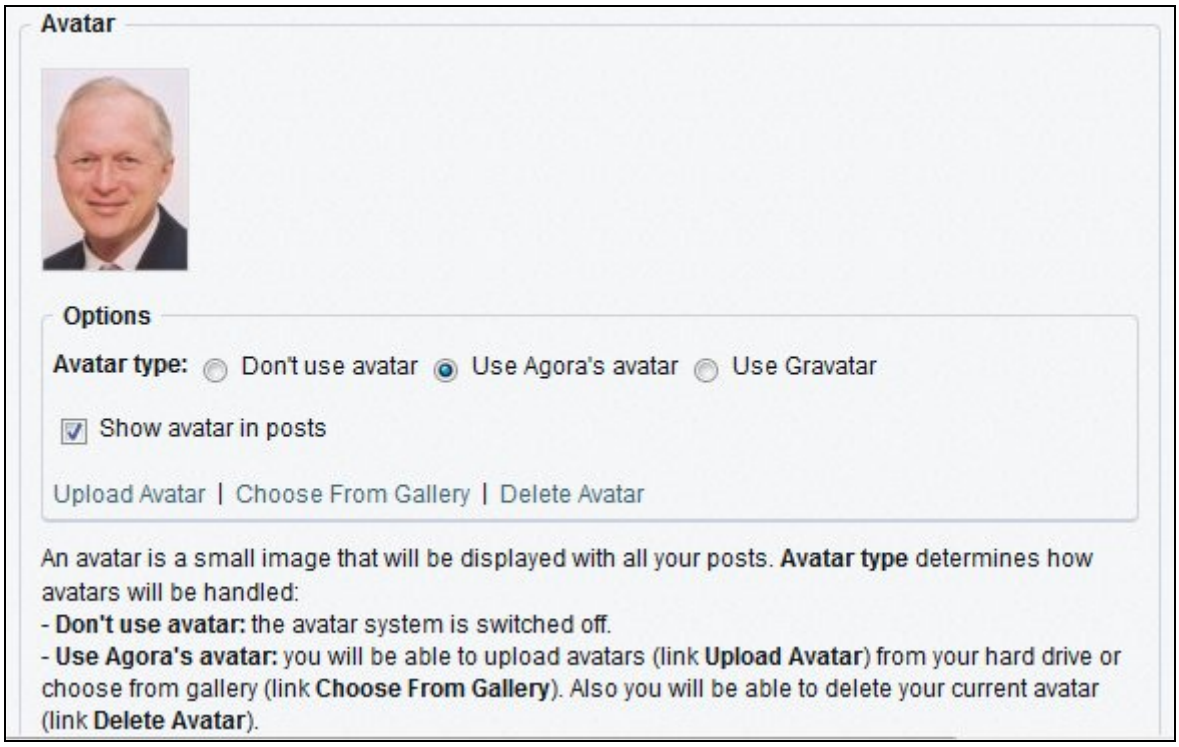

Avatar
Options
Avatar type: Don't use avatar Use Agora's avatar Use Gravatar
Show avatar in posts
Upload Avatar | Choose From Gallery | Delete Avatar
An avatar is a small image that will be displayed with all your posts. Avatar type determines how avatars will be handled:
- Don't use avatar: the avatar system is switched off.
- Use Agora's avatar: you will be able to upload avatars (link Upload Avatar) from your hard drive or choose from gallery (link Choose From Gallery). Also you will be able to delete your current avatar (link Delete Avatar).

Figure 15 Upload avatar

3. In the Upload Avatar dialog, select the Browse button and select an image file on your PC.

4. Select the Upload button to confirm your selection. The selected image is now displayed.

3.2.2.2 2.2 To delete your avatar

1. On the frontend Agora home page, hover your mouse over the Main Toolbar and select Users > Edit Profile.
2. CAUTION: The following action is permanent and you will not be prompted to confirm the deletion.
3. In the profile frame, select Personality > Delete Avatar.

3.2.2.3 2.3 To modify your avatar:

1. On the frontend Agora home page, hover your mouse over the Main Toolbar and select Users > Edit Profile.
2. In the profile frame, select Avatar > Upload Avatar and then follow the instructions above for creating your first avatar.

3.2.3 4. Remarks:

None.

3.2.4 5. See also:

None.

3.2.5 6. Shortcut keystroke:

3.3 04 Sending a private message

3.3.1 1. Introduction:

Private messages allow users to contact each other in private. When you receive a private message, a notification is displayed in the Messages tab of the Main toolbar. Private messages can be sent from the Messages area of the main toolbar, the Users area of the main toolbar or from the author details in a post.

3.3.2 2. Usage:

3.3.2.1 2.1 Sending a private message

To compose and send a private message from the Messages area of the Main Toolbar:

1. Hover your mouse over the messages tab in the Main Toolbar and select Compose.

Figure 16 Select function

2. Compose your message in the Write Message dialog.

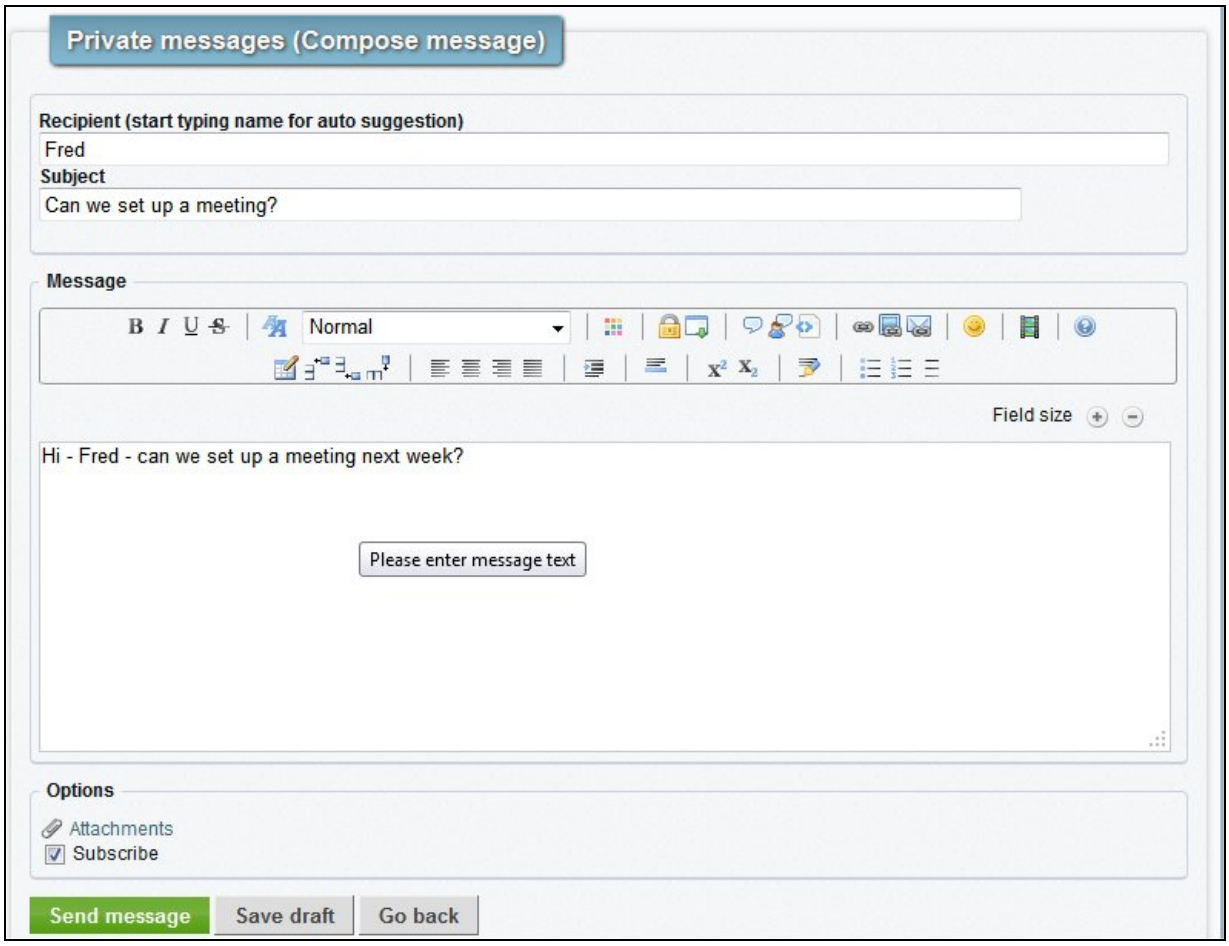


Figure 17 Compose message

- Select any applicable options.

3. Select the Send Message button to send your message.

3.3.2.2 2.2 To compose and send a private message from the User List:

1. Hover your mouse over the messages tab in the Main Toolbar and select User List.

Figure 18 Select User List

2. Select a user to display their profile preview.

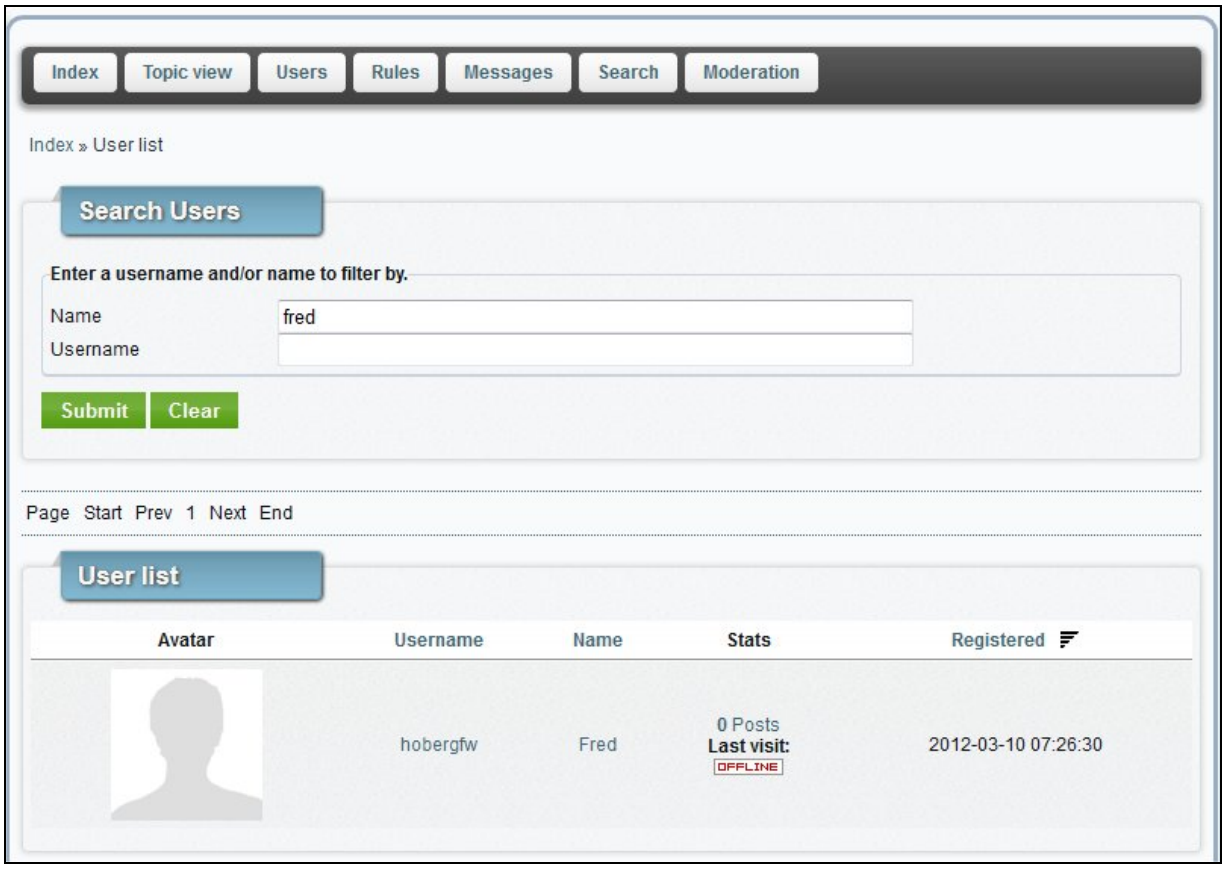


Figure 19 Select user

3. On the profile preview, select the PMB link in the Private Message field of the Personal area.

Figure 20 Select Personal message

4. Compose your message, as undertaken above for sending a Private Messages.

3.3.2.3 2.3 To compose and send a private message from a post:

1. Locate the author information adjacent to post in question. If enabled, you will see an Email icon. You may have to click the 'down arrow' slider to reveal the icon.

Figure 21 Select recipient

2. Select the Email icon to open the private message Inbox.
3. Compose your message, and proceed in the same way as above.

3.3.3 3. Uploading and sending attachments

Attachments are files that can be appended to a post or an e-mail message. Files can be attached when you reply to a post, create a new topic or send private message.

3.3.3.1 3.1 To attach a file

1. Click on Attachments under the message text area:

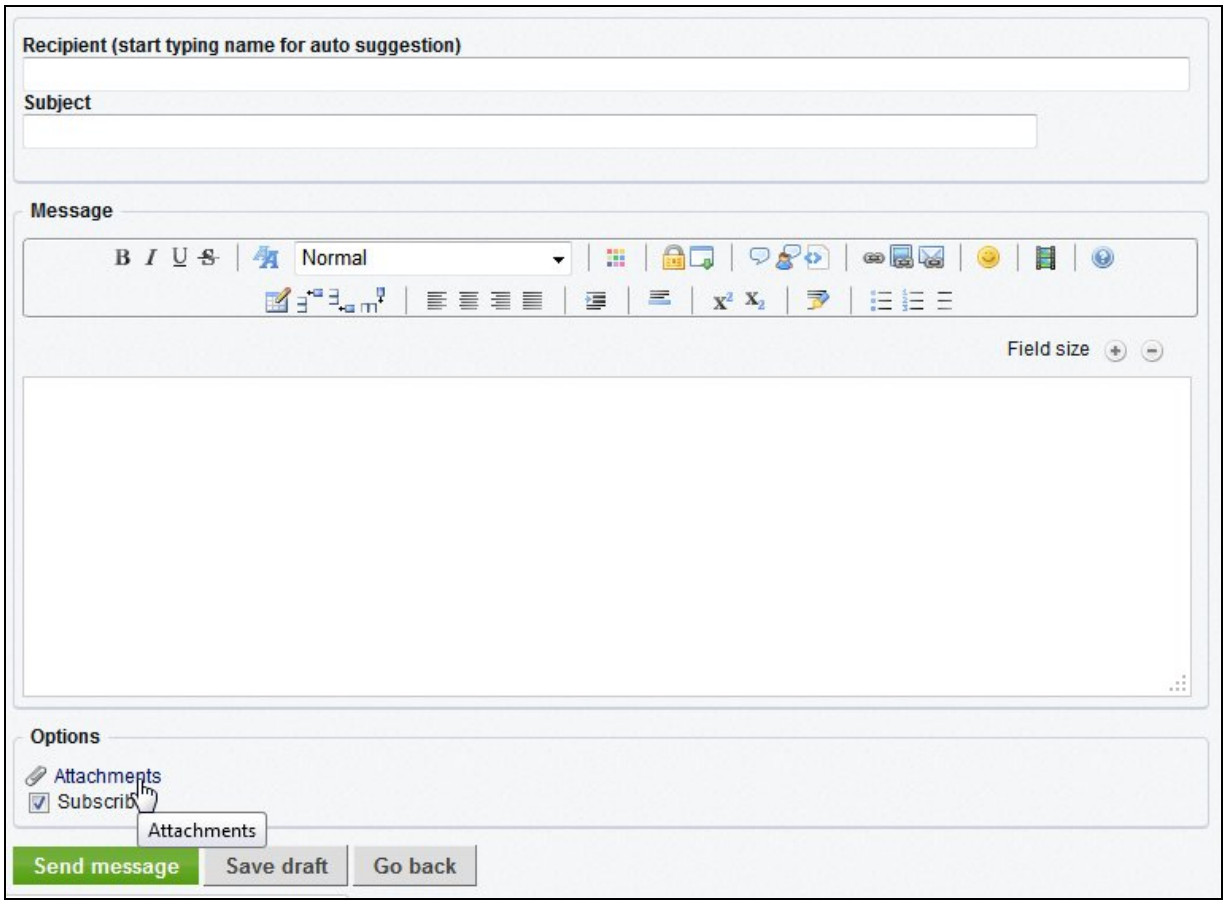


Figure 22 Attachment selection

2. Browse for a file on your computer and select the Submit button. After the upload is complete, a file thumbnail will be displayed as shown above.

3. Click on the green checkmark icon next to a file thumb to insert your image (You may also click on the red icon to delete the file).

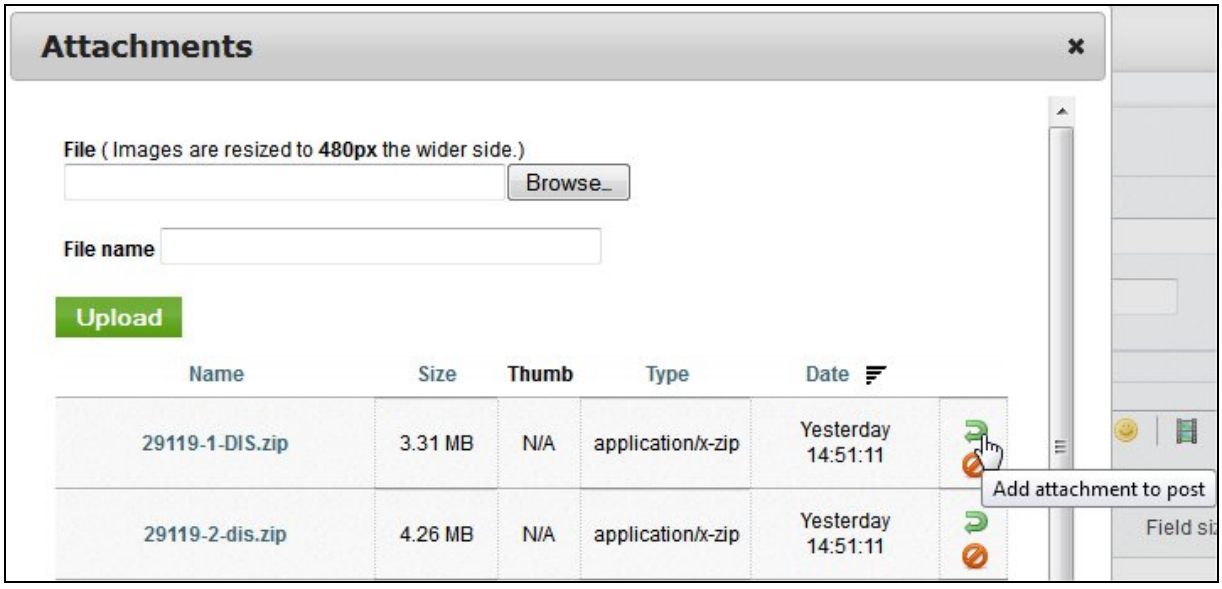


Figure 23 Select a file for attachment

4. The upload dialog will now close and code similar to the following will be inserted in your post/message, at the point where the pointer/cursor is position in the body of the message text box:

[url=http://www.improveit.org.za/images/agorapro/attachments/64/29119-1-DIS.zip]29119-1-DIS.zip[/url]

5. Confirm your changes by selecting the Send Message button. The attachment will now be displayed. If you attach images, thumbnails with a lightbox-style popup viewer will be displayed.

3.3.4 4. Remarks:

None

3.3.5 5. See also:

Shortcut keystroke:

3.4 06 Subscribe to a post and forums

3.4.1 1. Introduction:

When members subscribe to a forum or a topic they receive notification by E-mail of any new topics added to the forum or any new messages added to the topic.

By default, if you create or reply to a post, you are automatically subscribed.

In addition, a user can manually subscribe to a topic or forum of interest. Thus, subscriptions help keep a conversation going by informing interested parties about new posts/topics.

3.4.2 2. Usage:

3.4.2.1 2.1 To subscribe to a forum:

1. On the main menu bar, click on Forum View.
2. Open a forum (e.g. Software Engineering – General).

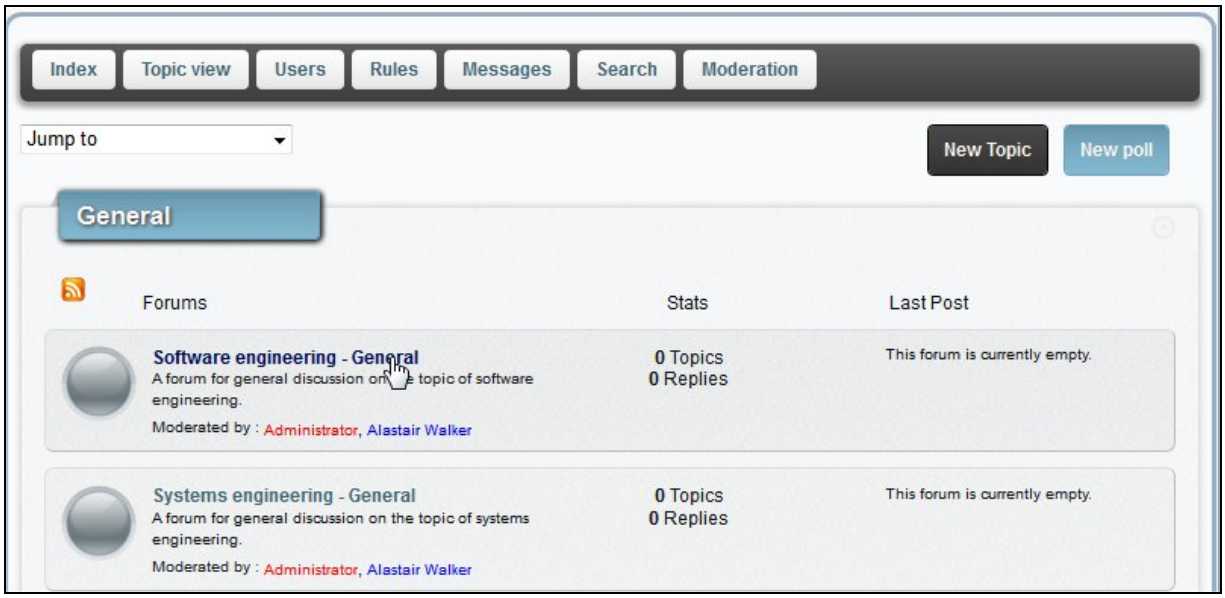


Figure 24 Open the Forum view

3. Mouse-over Forum Tools dropdown menu in the upper right-hand corner of the forum screen.

4. Select Subscribe to this forum.

If you move your mouse over Forum Tools, you will see that a change has occurred which will enable you, if need be, to unsubscribe to the same forum.

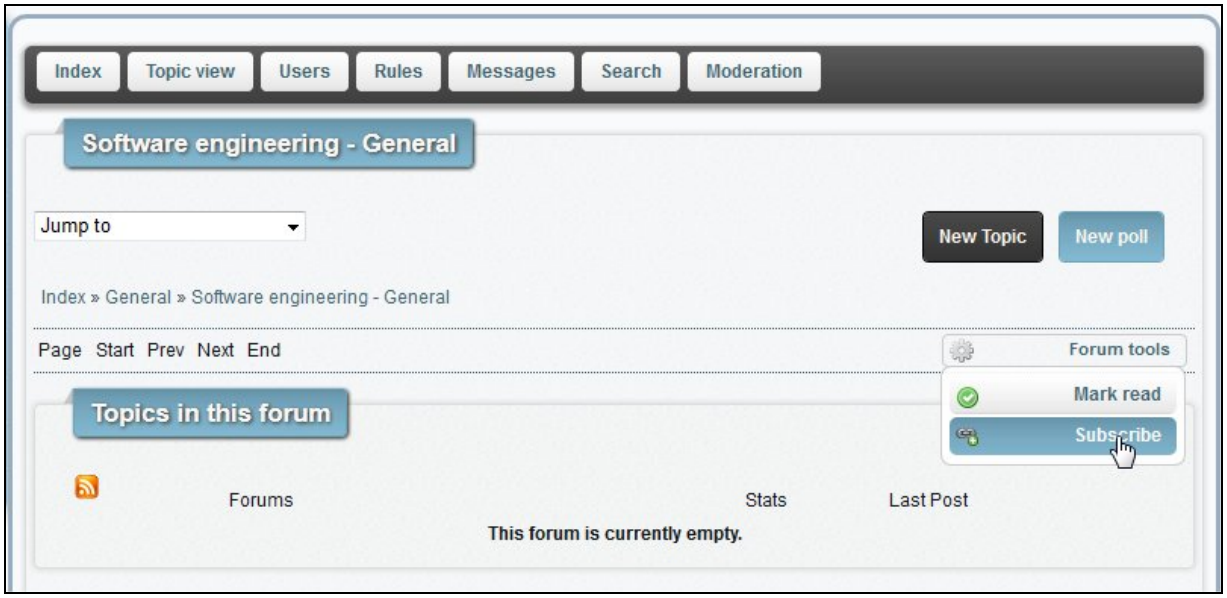


Figure 25 Select forum

3.4.2.2 2.2 To subscribe to a topic:

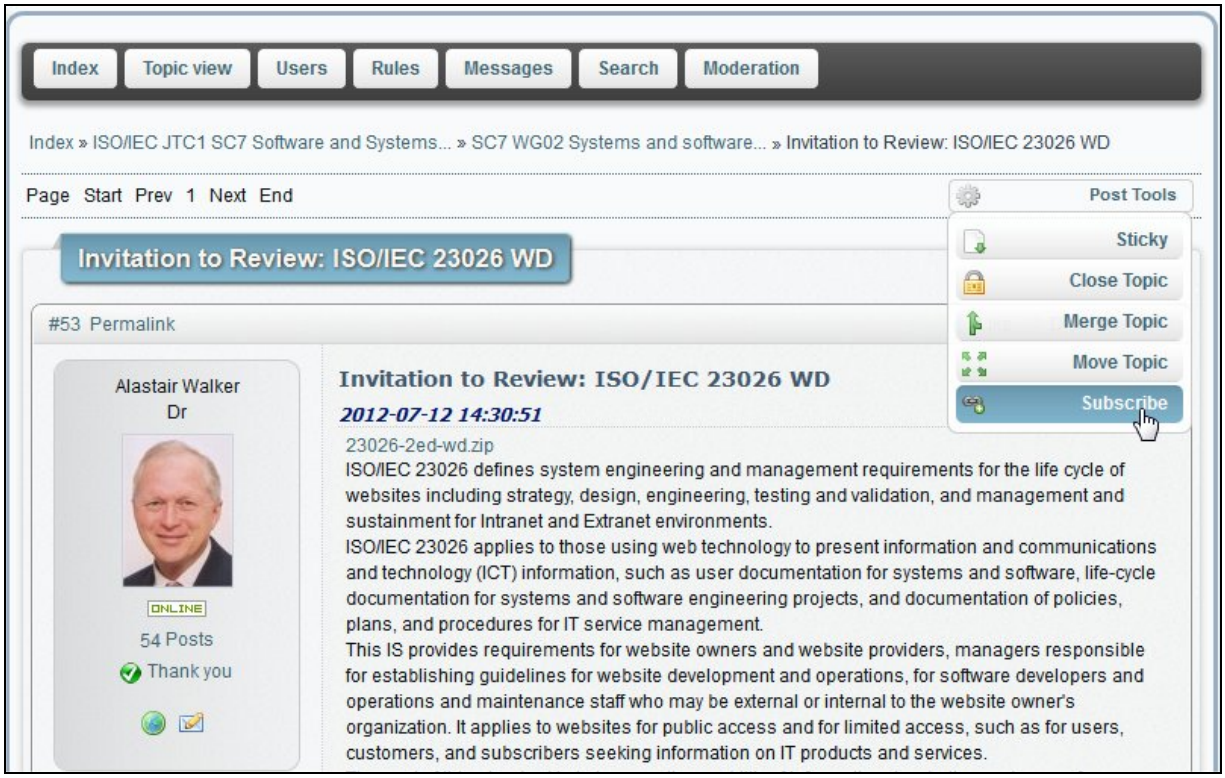

Index
Topic view
Users
Rules
Messages
Search
Moderation
Index » ISO/IEC JTC1 SC7 Software and Systems... » SC7 WG02 Systems and software... » Invitation to Review: ISO/IEC 23026 WD
Page Start Prev 1 Next End
Post Tools
Sticky
Close Topic
Merge Topic
Move Topic
Subscribe
Invitation to Review: ISO/IEC 23026 WD
#53 Permalink
Alastair Walker
Dr
ONLINE
54 Posts
Thank you
Invitation to Review: ISO/IEC 23026 WD
2012-07-12 14:30:51
23026-2ed-wd.zip
ISO/IEC 23026 defines system engineering and management requirements for the life cycle of websites including strategy, design, engineering, testing and validation, and management and sustainment for Intranet and Extranet environments.
ISO/IEC 23026 applies to those using web technology to present information and communications and technology (ICT) information, such as user documentation for systems and software, life-cycle documentation for systems and software engineering projects, and documentation of policies, plans, and procedures for IT service management.
This IS provides requirements for website owners and website providers, managers responsible for establishing guidelines for website development and operations, for software developers and operations and maintenance staff who may be external or internal to the website owner's organization. It applies to websites for public access and for limited access, such as for users, customers, and subscribers seeking information on IT products and services.

Figure 26 Subscribe to a topic

1. Open a message in a topic.
2. Mouse-over the Post Tools dropdown menu in the upper right-hand corner of the message block.
3. Select Subscribe.

3.4.2.3 2.3 When creating a new topic

1. Click on Forum View in main menu bar.
2. Click on the New Topic button in the upper right-hand corner of the screen.

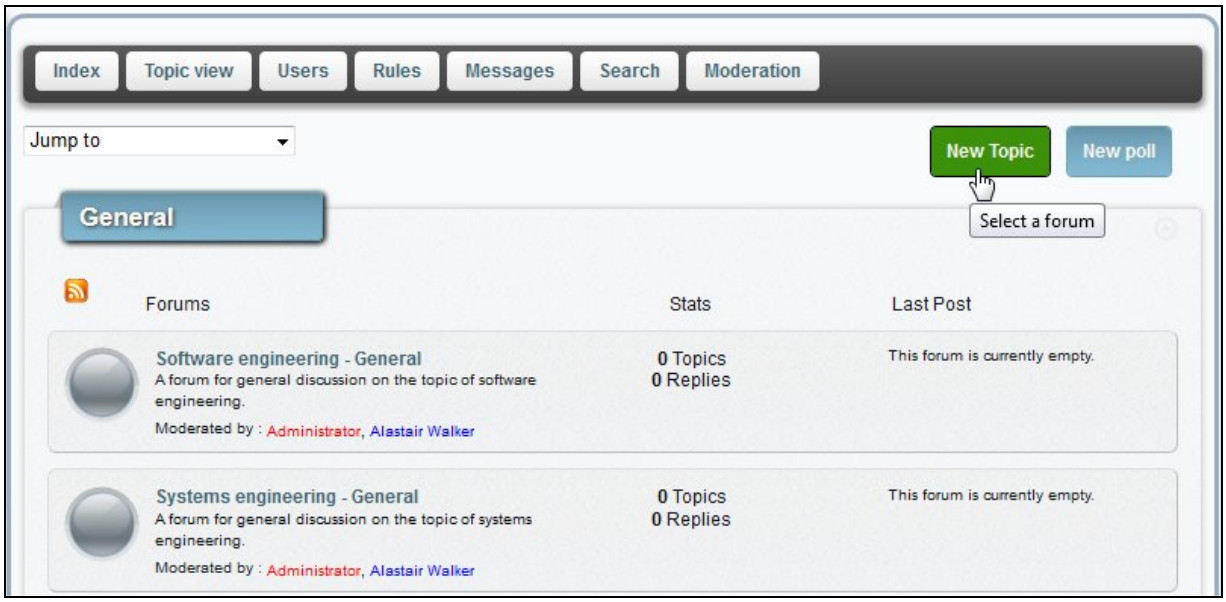


Figure 27 Select new topic

3. Select the forum for the post. When selected, click Submit.

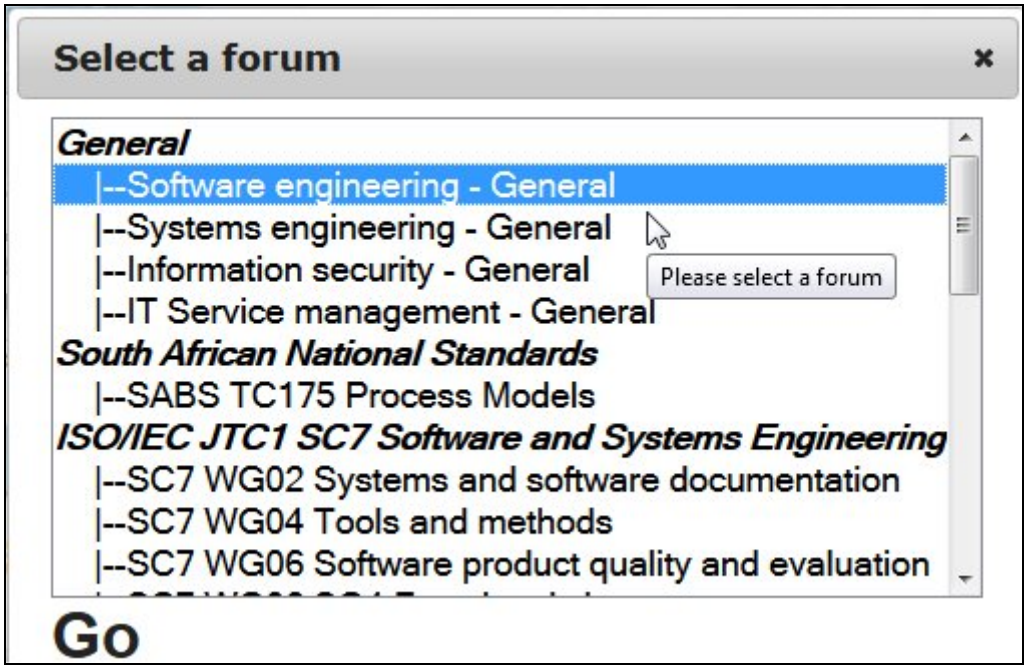

Select a forum
General
|--Software engineering - General
|--Systems engineering - General
|--Information security - General
|--IT Service management - General
South African National Standards
|--SABS TC175 Process Models
ISO/IEC JTC1 SC7 Software and Systems Engineering
|--SC7 WG02 Systems and software documentation
|--SC7 WG04 Tools and methods
|--SC7 WG06 Software product quality and evaluation
Please select a forum
Go

Figure 28 Select the forum for the post

4. The Advanced Editor opens. Compose the post

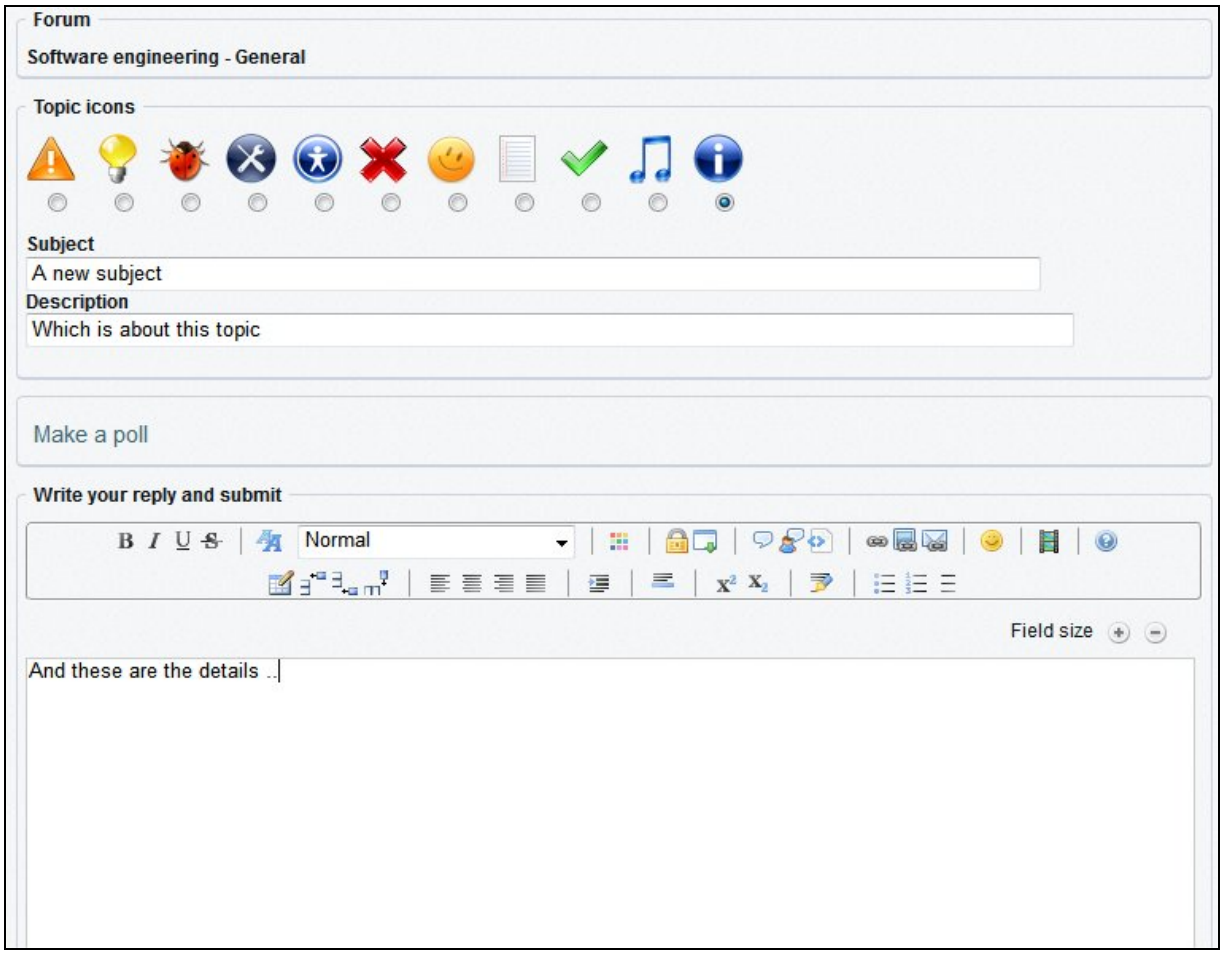


Figure 29 Compose the post

5. Check the Subscribe option at the bottom of the message block.
6. Select Submit.

3.4.2.4 2.4 To unsubscribe from a topic:

1. Open a message in a topic.
2. Mouseover the Post Tools dropdown menu in the upper right-hand corner of the message block.
3. Select Unsubscribe.

Index
Topic view
Users
Rules
Messages
Search
Moderation
Index » South African National Standards » SABS TC175 Process Models » Invitation to review: SANS 1466-5 WD
Page Start Prev 1 Next End
Post Tools
Sticky
Close Topic
Merge Topic
Move Topic
Unsubscribe
Invitation to review: SANS 1466-5 WD
#60 Permalink
Alastair Walker
Dr
ONLINE
54 Posts
Thank you
Invitation to review: SANS 1466-5 WD
2012-08-01 16:24:50
SANS-1466-5-WD.zip
SANS TS 1466 consists of the following parts, under the general title Information Technology — Process Benchmarking Framework:
Part 1: Concepts and overview
Part 2: Generic Process Model
Part 3: ISO 9001 mapping to the Generic Process Model
Part 4: ISO/IEC 12207 mapping to the Generic Process Model
Part 5: CMMI® mapping to the Generic Process Model
SANS 1466-5 describes the coverage of the special practices of CMMI® by the process outcomes associated with the processes of the generic process model presented in Part 2 of this Standard.

Figure 30 Unsubscribe from a topic

3.4.2.5 2.5 To manage your subscriptions:

This screen capture shows how to manage your subscriptions to forums and their topics.

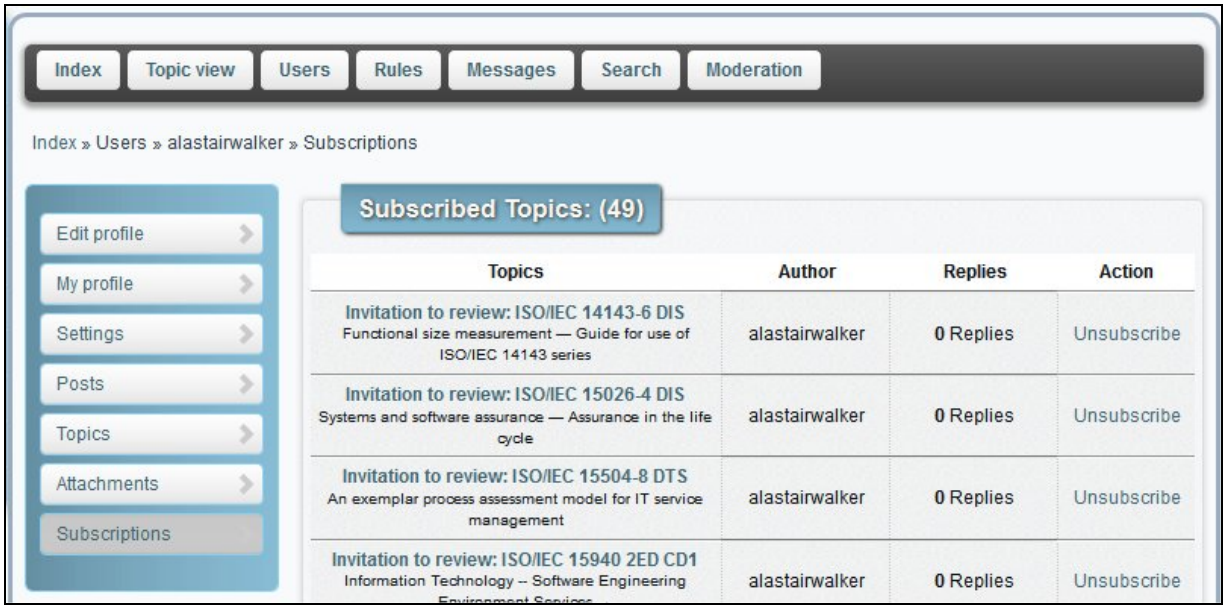


Figure 31 Manage subscriptions

In the above example, the user has subscribed to 1 topic and one forum.

3.4.2.6 2.7 Removing a Subscription

1. Go into your profile, select Subscriptions.
2. You will see the forums and the topics you are subscribed to.
3. Click on the subscription you would like to remove.
4. Select Post Tools (or Forum Tools).
5. Select Unsubscribe.

3.4.3 3. Remarks:

None

3.4.4 4. See also:

None

3.4.5 Shortcut keystroke:

3.5 07 Opening a private message

3.5.1 1. Introduction:

Private messages allow users to contact each other in private. When you receive a private message, a notification is displayed in the Messages tab of the Main toolbar.

3.5.2 2. Usage:

3.5.2.1 2.1 To view a private message:

1. Hover your mouse over the messages tab in the Main Toolbar and select on Inbox.
2. The Inbox displays a list of received messages. Select the subject of a message to view it.

Figure 32 Opening a private message

3. Use the tools in the Messages area to compose, reply or delete your message(s).

Figure 33 Access, compose and respond to messages

3.5.3 3. Remarks:

None.

3.5.4 4. See also:

None

3.5.5 Shortcut keystroke:

3.6 08 Creating a new topic

3.6.1 1. Introduction:

Conversations are the cornerstone of any Forum, and creating a topic is how conversations begin.

3.6.2 2. Usage:

3.6.2.1 2.1 Create a new topic

1. Click on Forum View in main menu bar.
2. Click on the New Topic button in the upper right-hand corner of the screen.

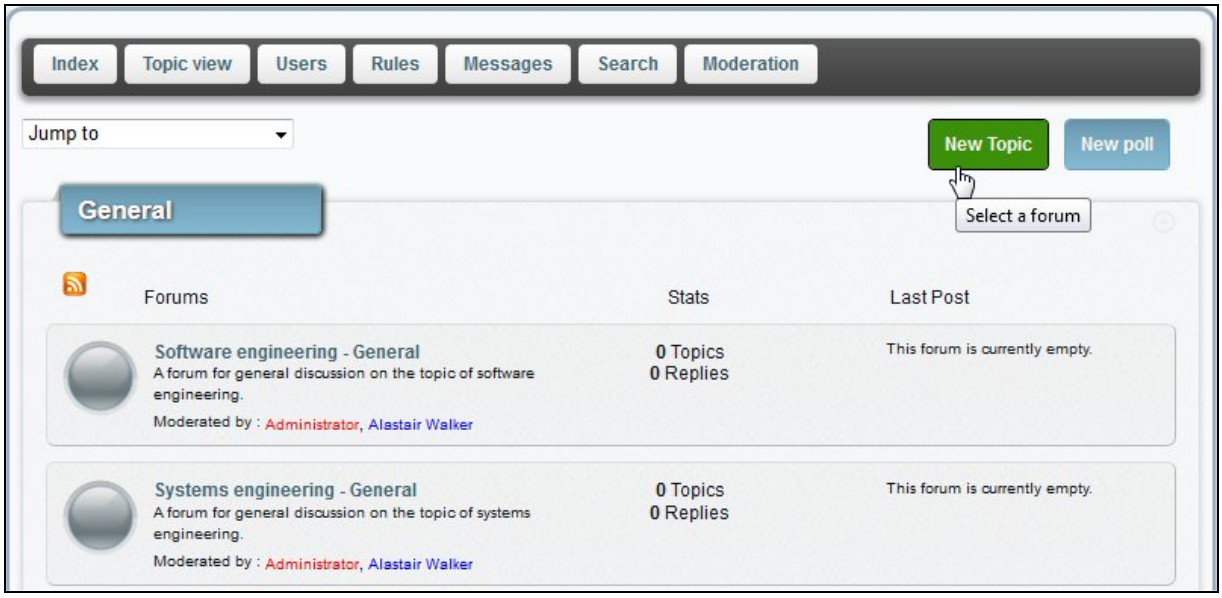


Figure 34 Select New Topic

3. Select the forum for the post. When selected, click Go.

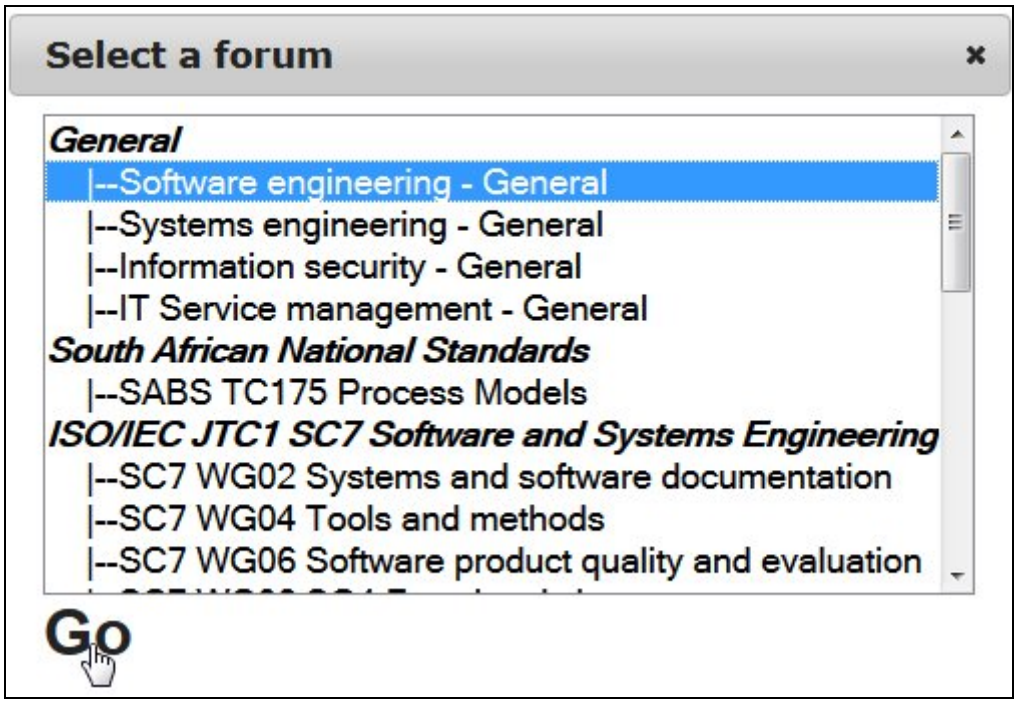

Select a forum
General
|--Software engineering - General
|--Systems engineering - General
|--Information security - General
|--IT Service management - General
South African National Standards
|--SABS TC175 Process Models
ISO/IEC JTC1 SC7 Software and Systems Engineering
|--SC7 WG02 Systems and software documentation
|--SC7 WG04 Tools and methods
|--SC7 WG06 Software product quality and evaluation
Go

Figure 35 Select the forum for the post

4. The Advanced Editor opens. Compose the post.

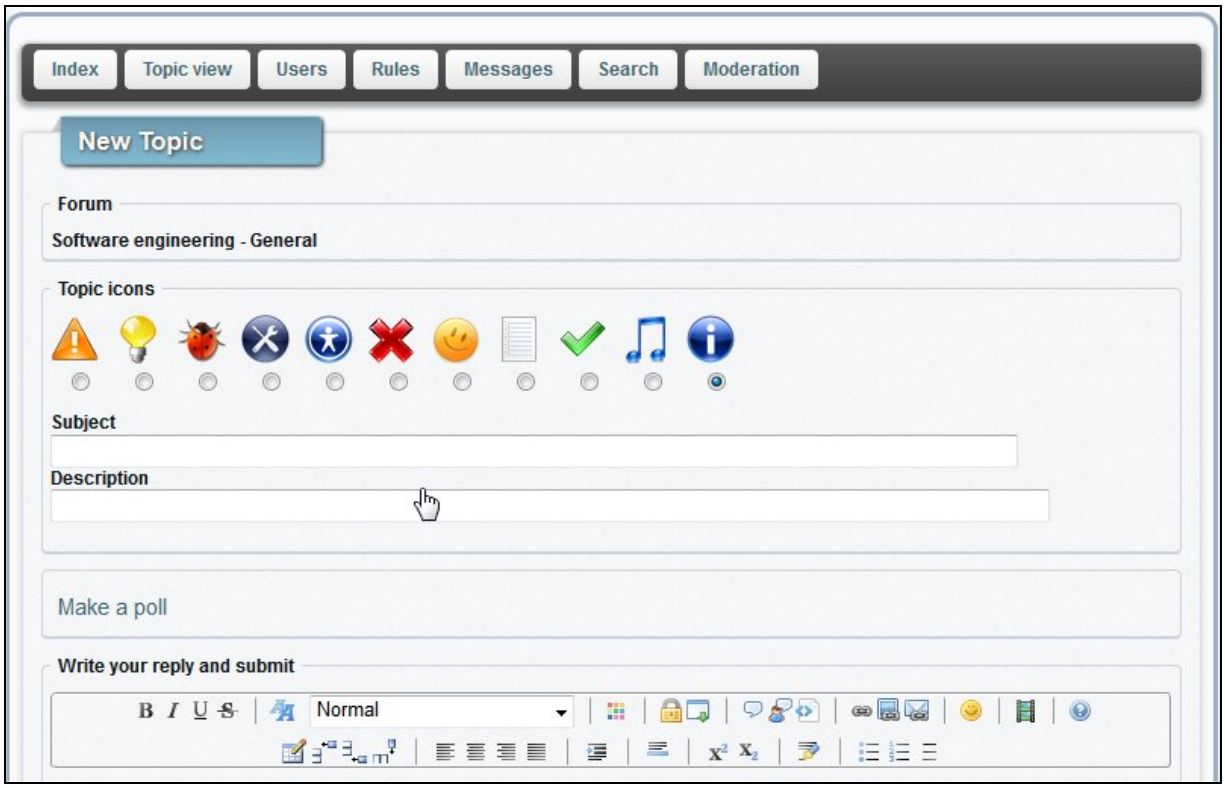


Figure 36 Compose the post

5. Check the Subscribe option at the bottom of the message block.

6. Select Submit.

3.6.3 3. Remarks:

None

3.6.4 4. See also:

Chapter 06 Subscribing to posts and forums.

3.6.5 Shortcut keystroke:

3.7 09 Closing a topic

3.7.1 1. Introduction:

Closing a topic allows the moderators and forum administrators to prevent users from posting further replies in a topic.

This a moderation technique often used when:

(i) a discussion is complete; or

(ii) a discussion has become too heated.

Heated discussions that are allowed to continue can sometimes result in behaviour that can lead to user moderation such as warnings and bans. However, closing a topic can also anger users if they feel a discussion is not over. As with all moderation tools, we recommend that you carefully choose if/when to close a topic.

3.7.2 2. Usage:

3.7.2.1 2.1 To close a topic:

1. Select a forum topic from a forum category. The Post Tools button is at the top-right of the forum topic.
2. Hover your mouse over the Post Tools button to reveal the available tools. Depending on your previous activity, multiple options are possible.

Index
Topic view
Users
Rules
Messages
Search
Moderation
Index » ISO/IEC JTC1 SC7 Software and Systems... » SC7 WG06 SG4 Functional size measurement » Invitation to review: ISO/IEC 14143-6...
Page Start Prev 1 Next End
Post Tools
Sticky
Close Topic
Merge Topic
Move Topic
Unsubscribe
Invitation to review: ISO/IEC 14143-6 2ED FDIS
#73 Permalink
Alastair Walker
Dr
ONLINE
54 Posts
Thank you
Invitation to review: ISO/IEC 14143-6 2ED FDIS
2012-08-08 13:57:07
14143-6-2ED-FDIS.zip
Functional Size Measurement (FSM) is a technique used to measure size of software by quantifying the Functional User Requirements of the software. The first published method to embrace this concept was Function Point Analysis, developed by Allan J. Albrecht in the late 1970s. Since then, numerous extensions and variations of the original method have been developed. In the field of ISO/IEC International Standards, the following Functional Size Measurement-related International Standards and Technical Reports have been published:
ISO/IEC 14143 series, parts 1 to 5,
ISO/IEC 19761 (COSMIC method),
ISO/IEC 20926 (IFPUG method)

Figure 37 Select option for closing a topic

3. Select Close Topic to close that forum topic.
4. You will be redirected back to the forum post and will see a system message to confirm that the topic was closed.

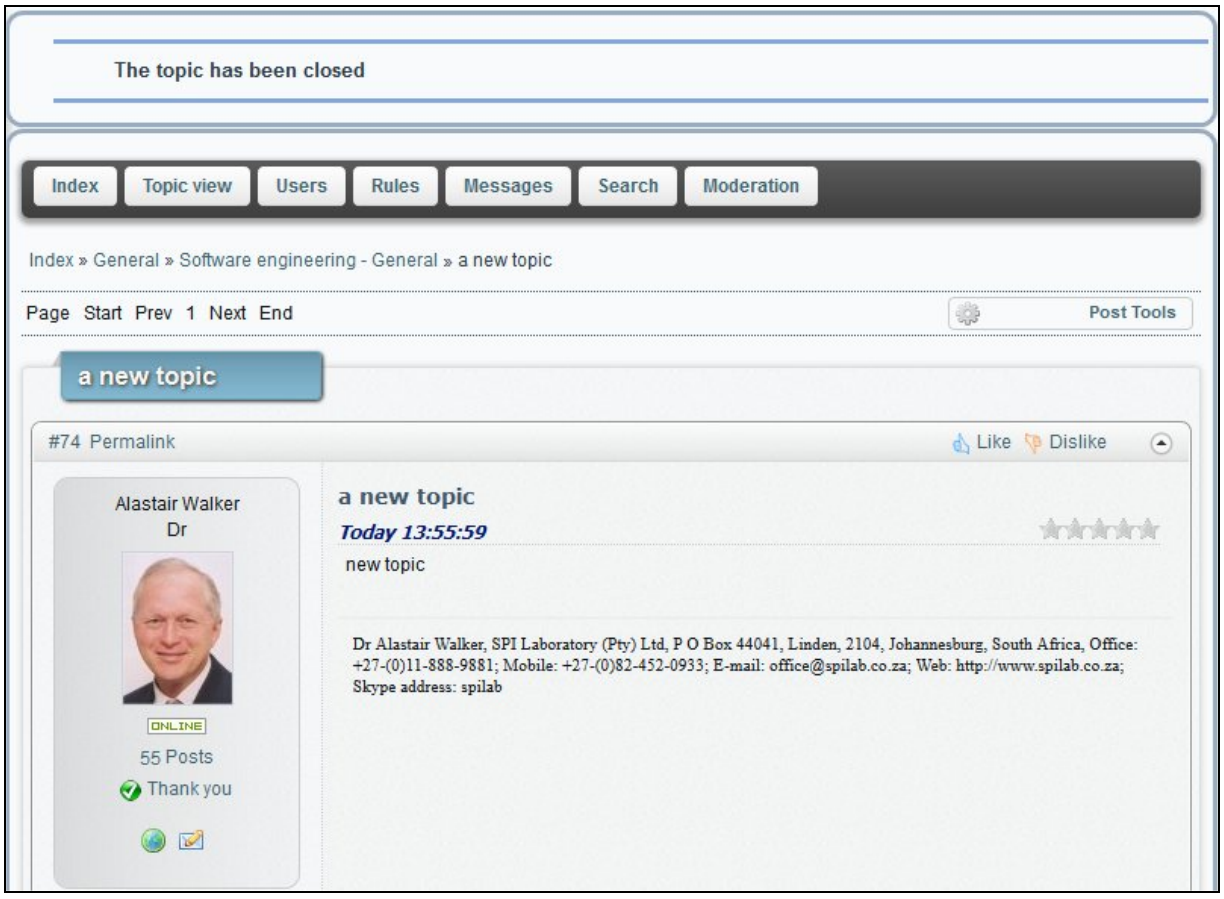


Figure 38 Topic now closed

3.7.3 3. Remarks:

It is possible to re-open a topic. (The Close Topic item in the dropdown menu will be replaced by Open Topic).

3.7.4 4. See also:

None.

3.7.5 Shortcut keystroke:

3.8 10 Moving and merging topics

3.8.1 1. Introduction:

Forum administrators and moderators typically need to merge and/or move posts and topics to maintain the organization of the forum. This happens routinely when new forum members post in the wrong forum and when multiple users are having similar discussions.

3.8.2 2. Usage:

3.8.2.1 2.1 To move a topic (original date and time of the post will be retained):

1. Open the desired post, move your mouse over Post tools, then click on Move Topic.

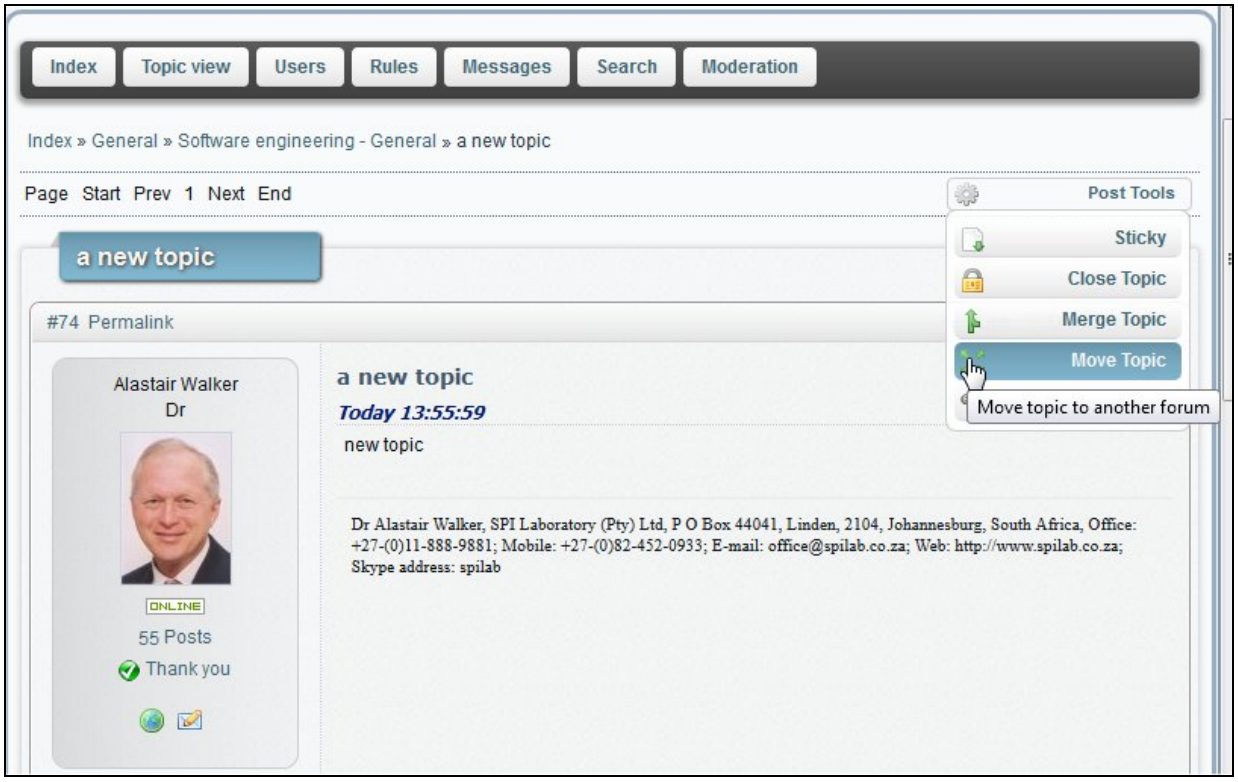


Figure 39 Select Move topic

2. A lightbox will open inviting you to select the forum in which you want the topic to be moved.

3. Select the appropriate forum and press Submit or Cancel to retrace your steps.

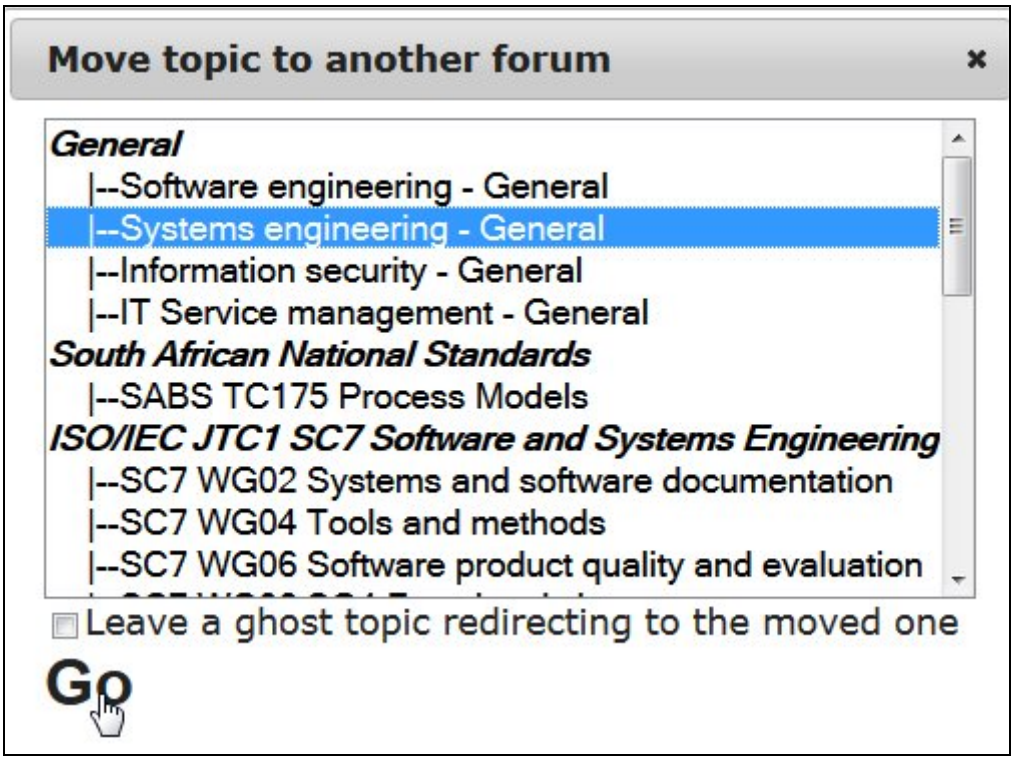

Move topic to another forum
General
|--Software engineering - General
|--Systems engineering - General
|--Information security - General
|--IT Service management - General
South African National Standards
|--SABS TC175 Process Models
ISO/IEC JTC1 SC7 Software and Systems Engineering
|--SC7 WG02 Systems and software documentation
|--SC7 WG04 Tools and methods
|--SC7 WG06 Software product quality and evaluation
Leave a ghost topic redirecting to the moved one
Go

Figure 40 Select forum

A message will inform you that the topic has been moved.

As can be seen in the following screenshots, the select topic has been moved to the chosen forum.

3.8.2.2 2.2 Merging two topics

To merge two topics (date and time of the posts of the topic that is being appended to an existing topic will show as being submitted at the time they were merged):

1. Open the desired post, move your mouse over Post tools, then click on Merge Topic.

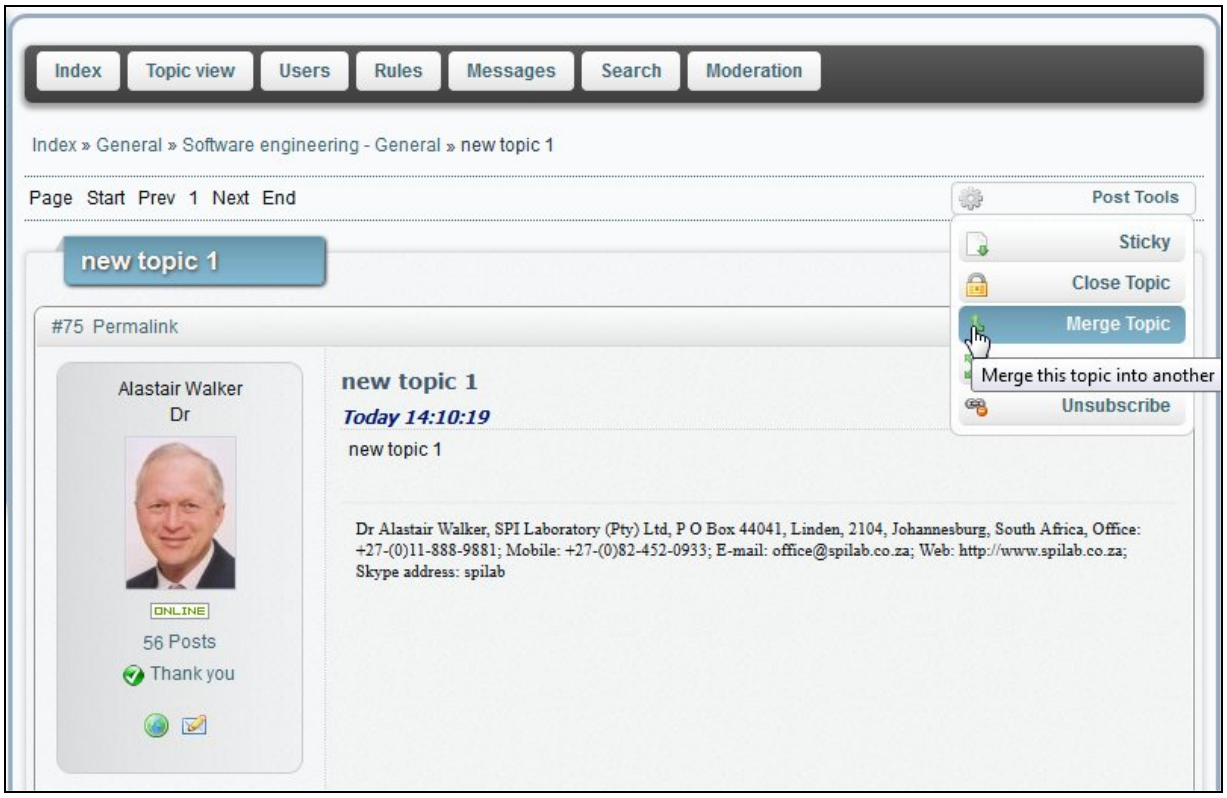


Figure 41 Select merge topic

2. Select the destination forum and select the Submit button.

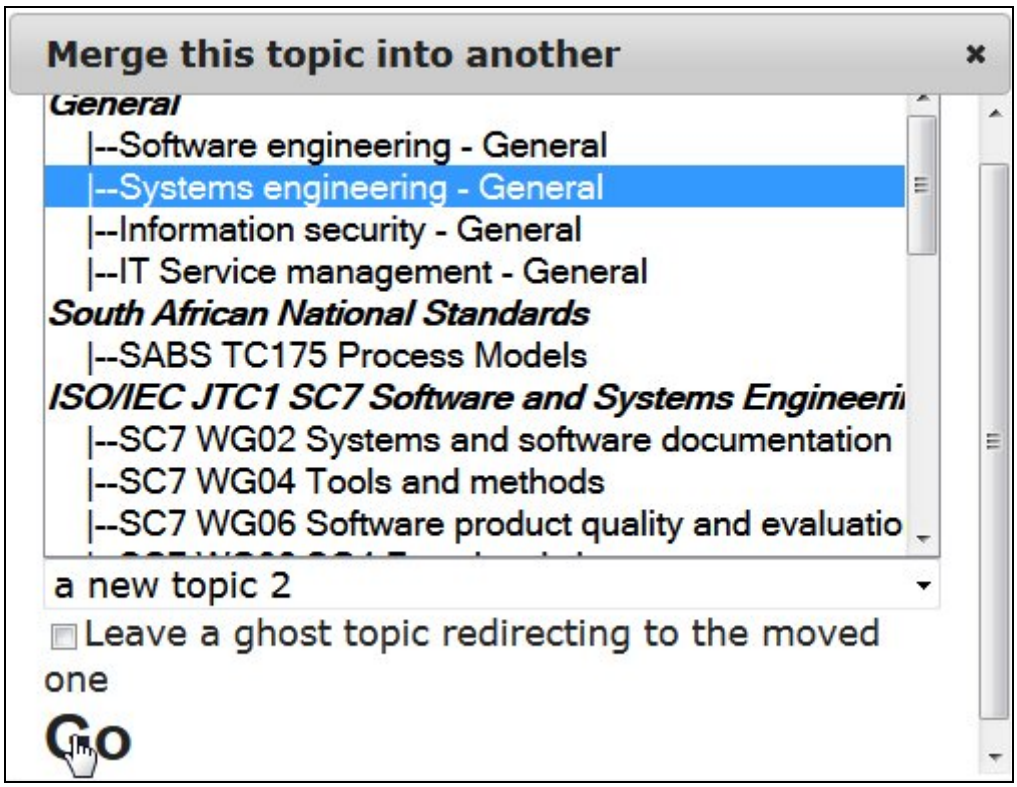

Merge this topic into another
General
|--Software engineering - General
|--Systems engineering - General
|--Information security - General
|--IT Service management - General
South African National Standards
|--SABS TC175 Process Models
ISO/IEC JTC1 SC7 Software and Systems Engineeri
|--SC7 WG02 Systems and software documentation
|--SC7 WG04 Tools and methods
|--SC7 WG06 Software product quality and evaluatio
a new topic 2
Leave a ghost topic redirecting to the moved one
Go

Figure 42 Select destination forum

3. Select the destination topic and select the Submit button to confirm the topic merge. The original post from step 1 will appear as the most recent post in the destination topic.

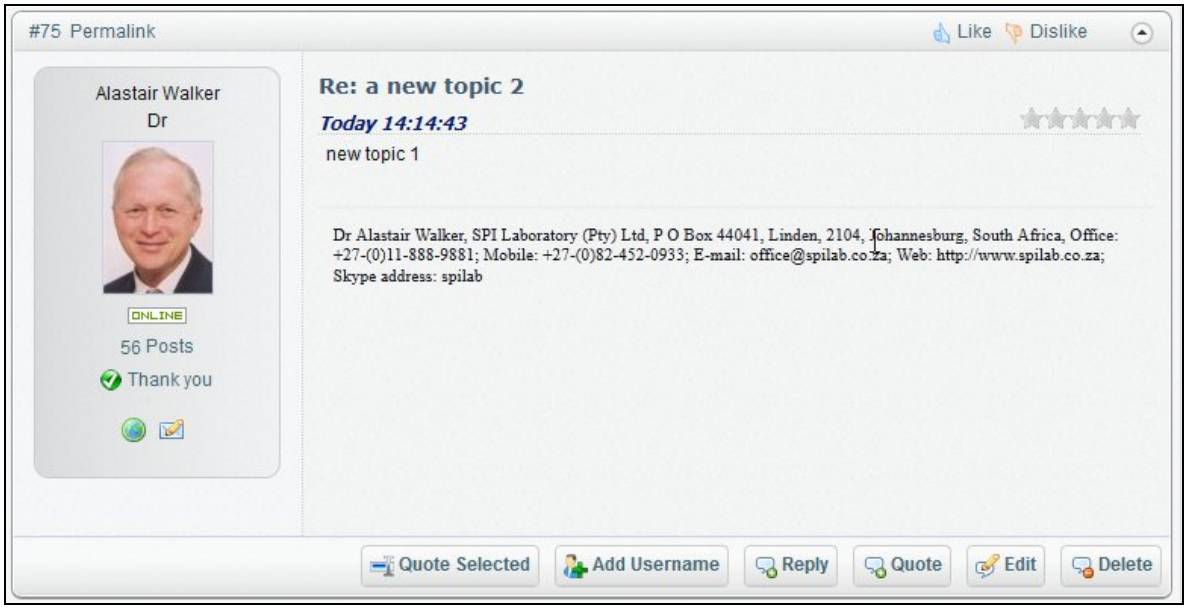


Figure 43 The source topic is merged with the destination topic

4. Clicking Submit appends the post under the most recent post in the selected topic.

3.8.3 3. Remarks:

None.

3.8.4 4. See also:

None.

3.8.5 Shortcut keystroke:

3.9 11 Rate the topic

3.9.1 1. Introduction:

The Rate Topic option allows the user to submit a graphic rating for a topic. By default these ratings are described by stars, and can be submitted by half star increments.

3.9.2 2. Usage:

3.9.2.1 2.1 To rate a topic:

1. Select the topic to be rated.

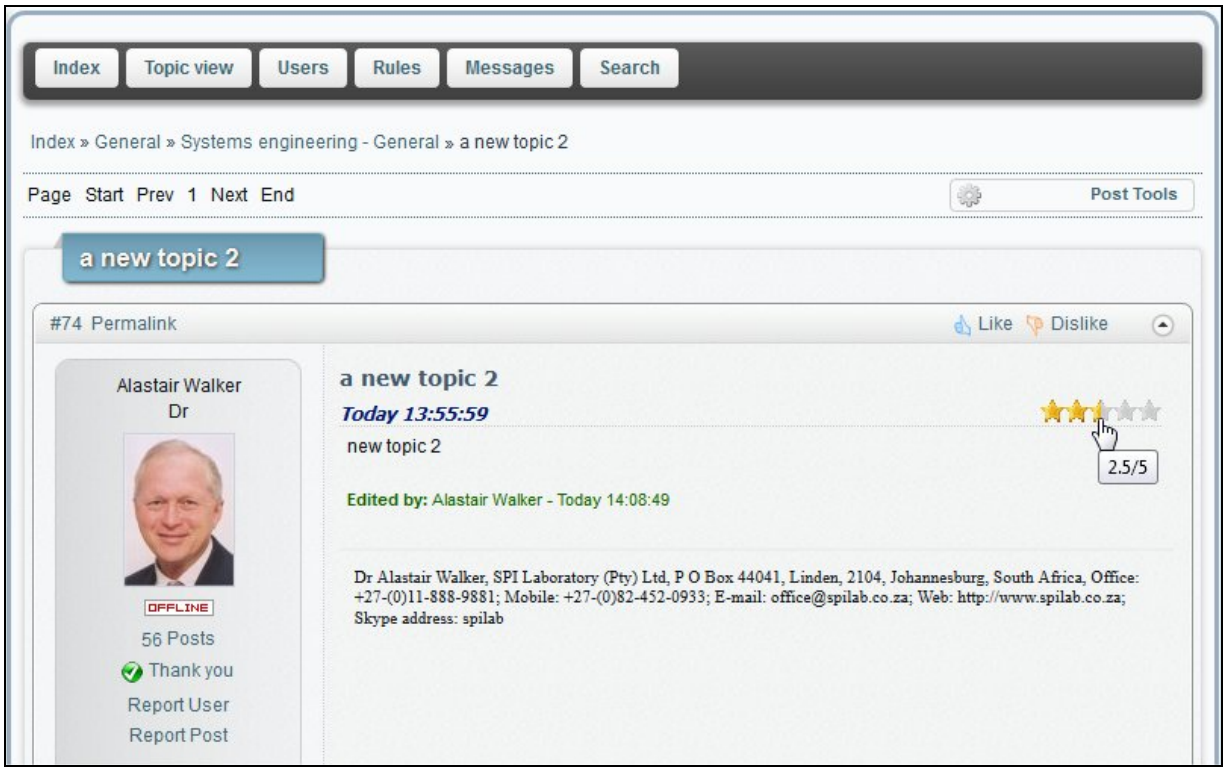


Figure 44 Select a rating

2. Simply click on the star of choice.

3.9.3 3. Remarks:

None.

3.9.4 4. See also:

None .

3.9.5 Shortcut keystroke:

3.10 12 Replying to a post

3.10.1 1. Introduction:

Conversations are the cornerstone of any Forum, and replying to an existing post is how conversations move forward. Thus, replying to a post is very straightforward in Agora.

3.10.2 2. Usage:

3.10.2.1 2.1 Standard reply method

To reply to an existing post with the full BBCode editor (this is the standard method):

1. View a topic of interest. Below each post you will find a Reply button.

2. Select the Reply button to open the full BBCode editor:

Figure 45 Standard reply method

3. Enter your response in the editor window.
4. Select the Attachments link to include any attachments.
5. Select the Submit button to complete the response.

3.10.2.2 2.2 Quick post method

To 'Quickly' reply to an existing post (this is the quick method, used for short, text-only responses):

1. View a topic of interest and scroll to the very bottom, past any existing replies. The Quick Post area is displayed below the final reply (or below the post if there are no replies).

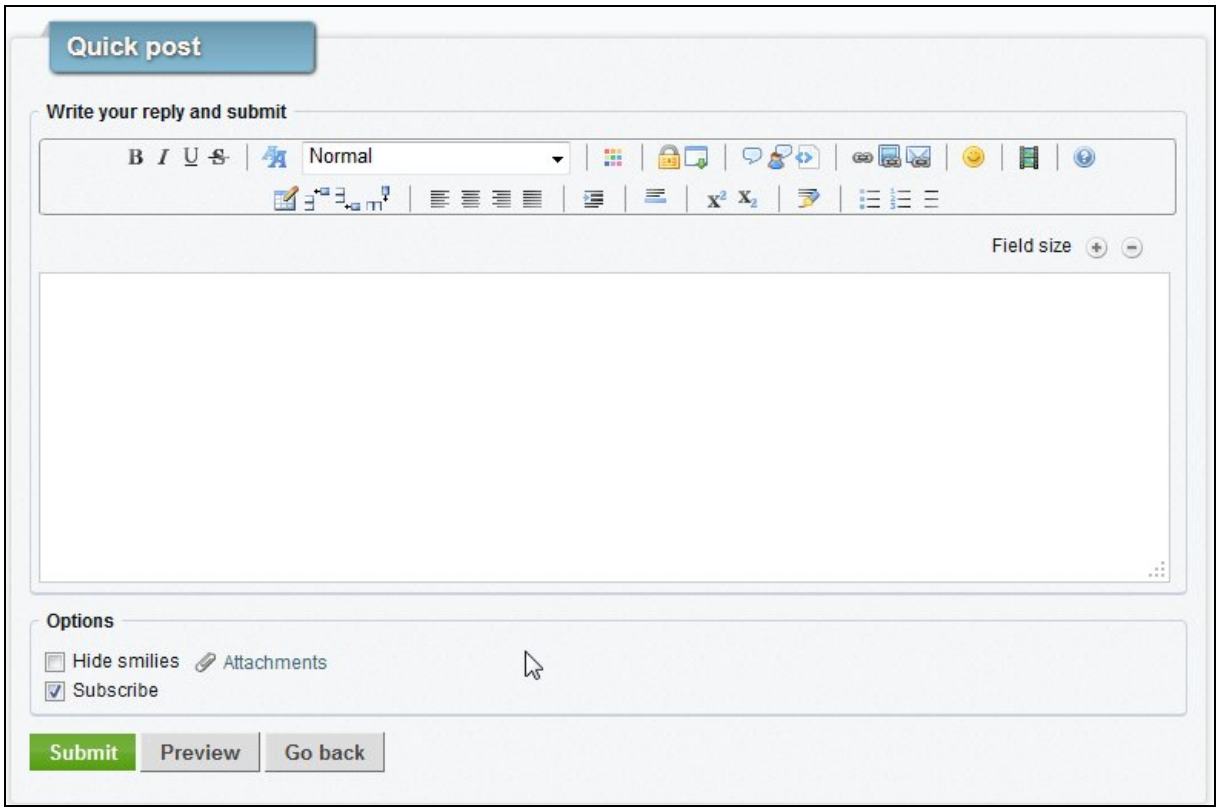


Figure 46 Quick post method

2. Enter your response in the Quick Post window.
3. Select the Attachments link to include any attachments.
4. Adjust the Subscribe parameters as appropriate.
5. Select the Submit button to complete the response.

3.10.3 3. Remarks:

None.

3.10.4 4. See also:

None.

3.10.5 Shortcut keystroke:

3.11 13 Editing or deleting a post

3.11.1 1. Introduction:

Once you have submitted a post you may still edit or delete it depending on your privileges.

3.11.2 2. Usage:

3.11.2.1 2.1 To edit a post:

1. View to the post you want to edit.
2. Select the Edit button in the Editing Tools area.

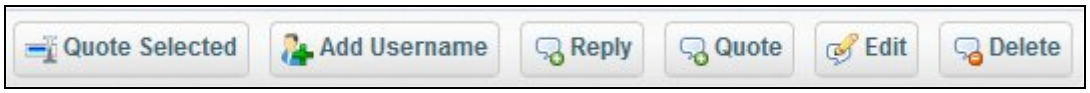


Figure 47 Select function

3. Edit the content of the post as required.
4. Adjust the Silent Edit option as appropriate. If this option is disabled, the edited post will display the following:

Edited Date Time	By:	username

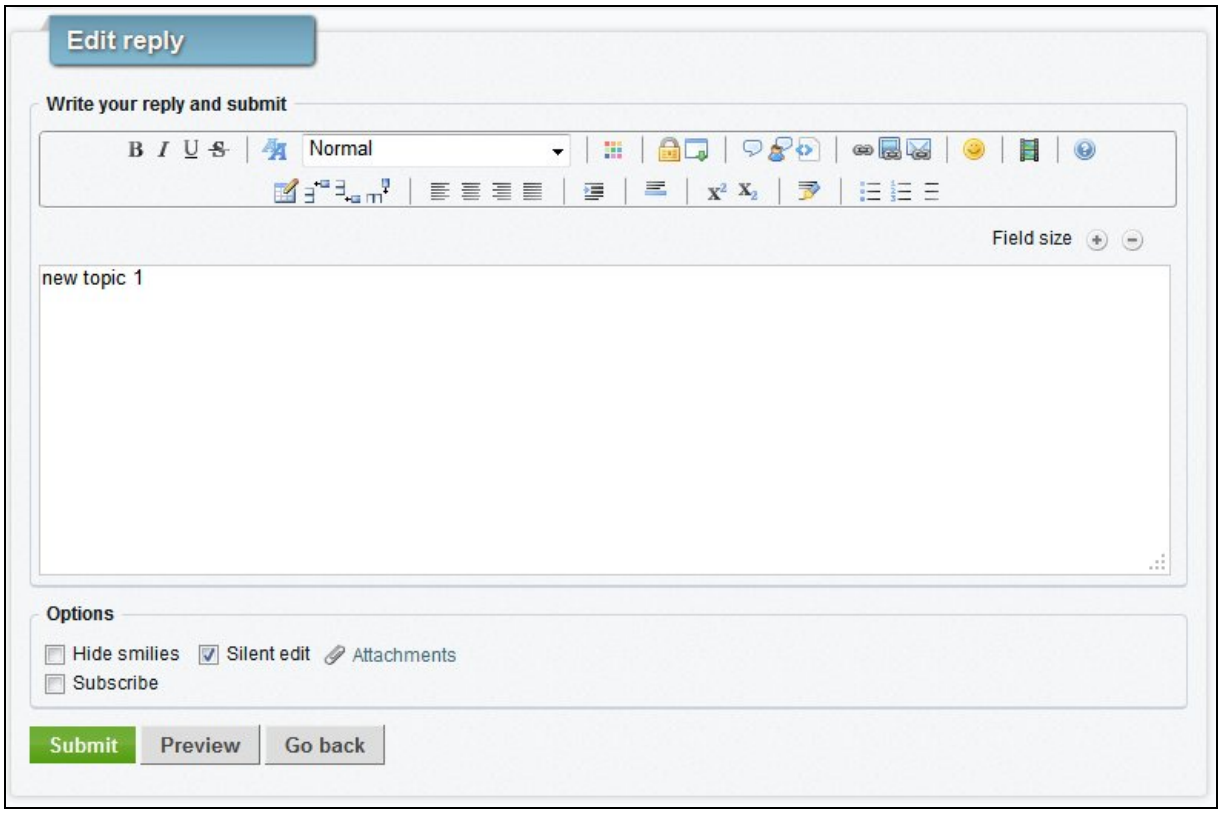


Figure 48 Silent edit option

5. Confirm your changes by selecting the Submit button.

3.11.2.2 2.2 To delete a post:

1. View to the post you want to delete.

2. Select the Delete button in the Editing Tools area.
3. A message will ask you to confirm your deletion. Select OK to permanently remove the post.

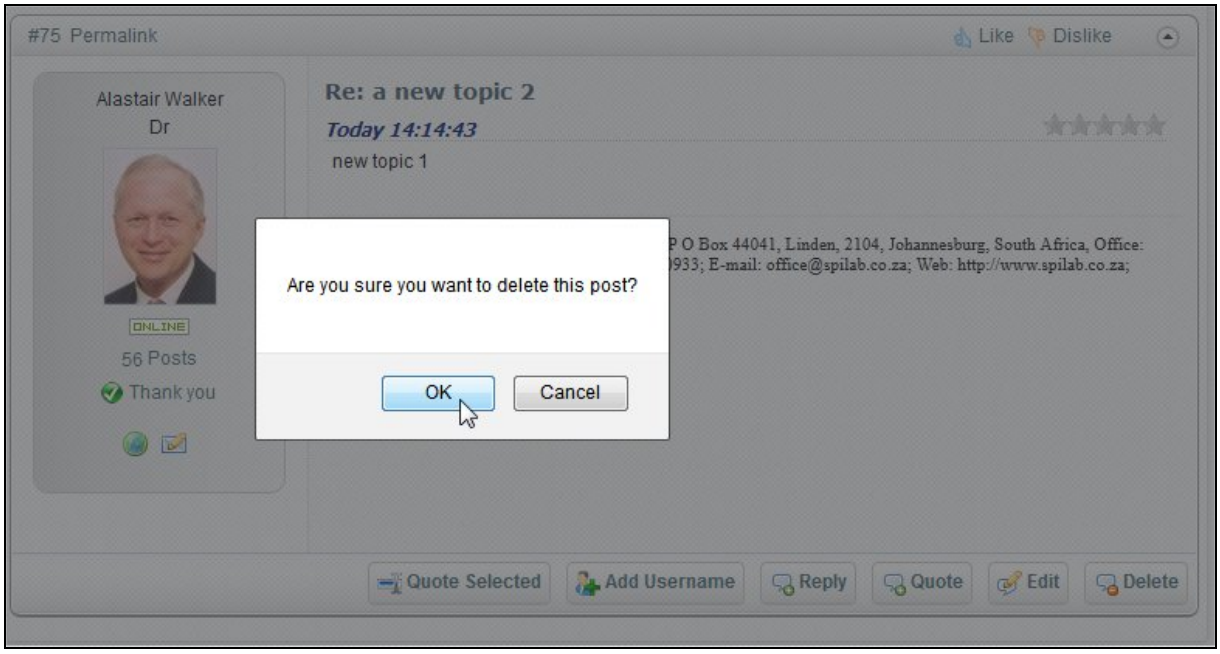


Figure 49 Confirm delete

3.11.3 3. Remarks:

None.

3.11.4 4. See also:

None.

3.11.5 Shortcut keystroke:

3.12 16 Responding to a poll

3.12.1 1. Introduction:

Agora provides the means for conducting polls (vote (or ballot) in the ImproveIT context). This is a useful means for a workgroup convener to obtain feedback from the users as to how a ballot on a new draft of a standard should be responded to.

3.12.2 2. Usage:

3.12.2.1 2.1 Create a poll

Note: Only Workgroup Conveners can create polls.

1. Click on the New Poll button.

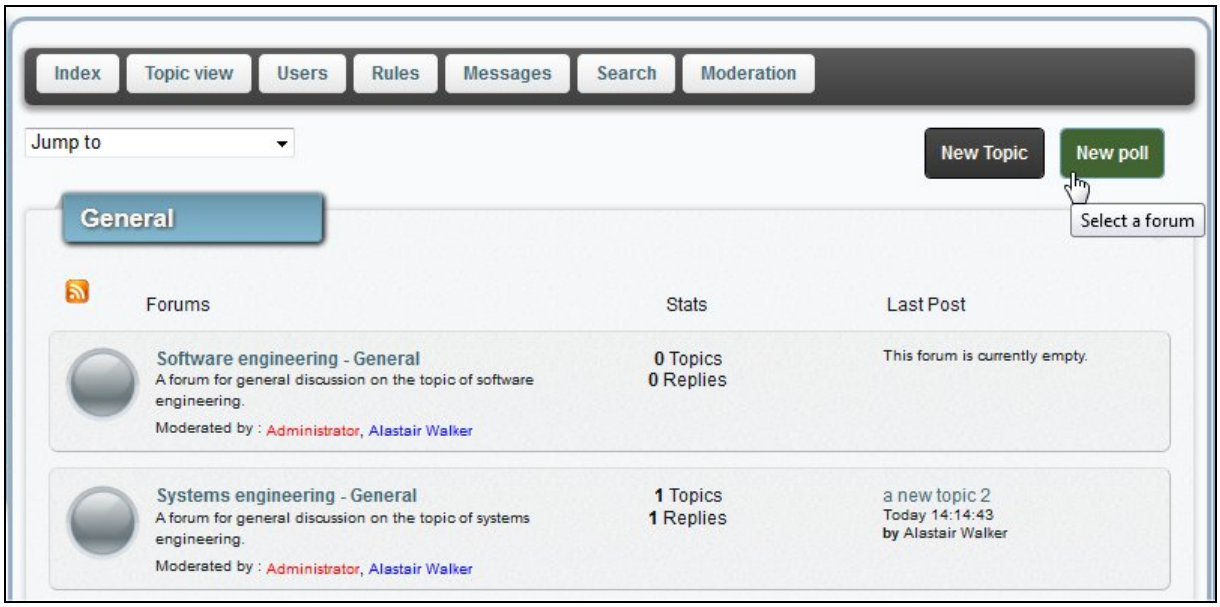


Figure 50 Create a new Poll

2. Select the forum for the Poll:

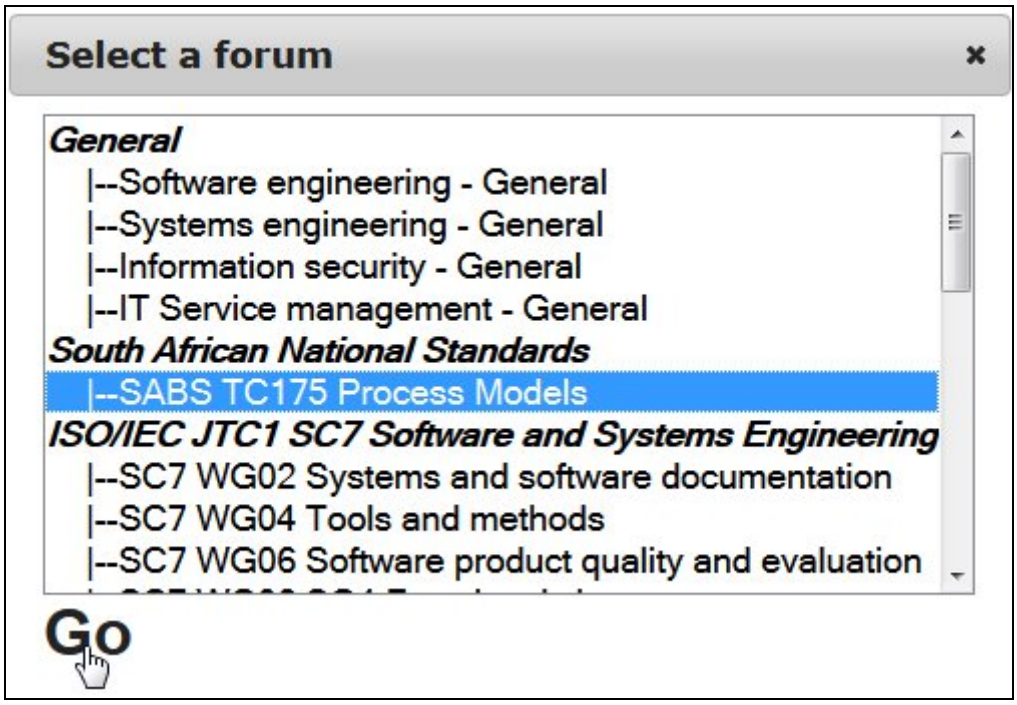

Select a forum
General
|--Software engineering - General
|--Systems engineering - General
|--Information security - General
|--IT Service management - General
South African National Standards
|--SABS TC175 Process Models
ISO/IEC JTC1 SC7 Software and Systems Engineering
|--SC7 WG02 Systems and software documentation
|--SC7 WG04 Tools and methods
|--SC7 WG06 Software product quality and evaluation
Go

Figure 51 Select the forum

3. Enter the poll details. (Note: For our balloting purposes, the first option is Abstain (Ordinal value of 1), Disapprove (ordinal value of 2), and Approve (Ordinal value of 3). This arrangement ensures that when aggregated, the highest value (i.e. average) will be closest to a value close to 3.)

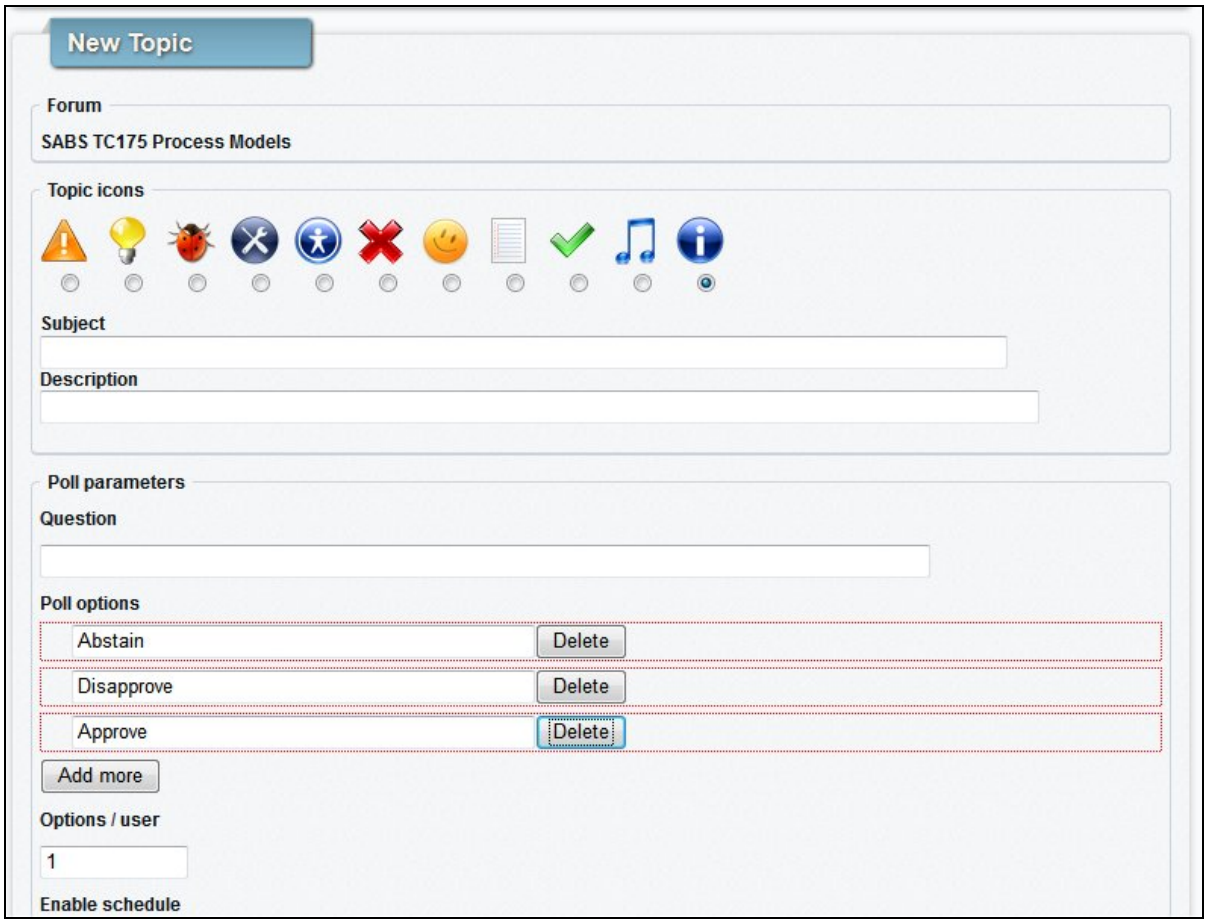


Figure 52 Poll details

4. Click Submit when the details are captured.

3.12.2.2 2.2 Responding to a poll

1. Select the required poll option, and click Submit.

A new ballot
Invitation to review
Abstain
Disapprove
Approve
You can select 0 more option(s). You can deselect some of the selected options if you want to change your vote.
Submit vote

Figure 53 The poll to be responded to

2. System response to completed poll.

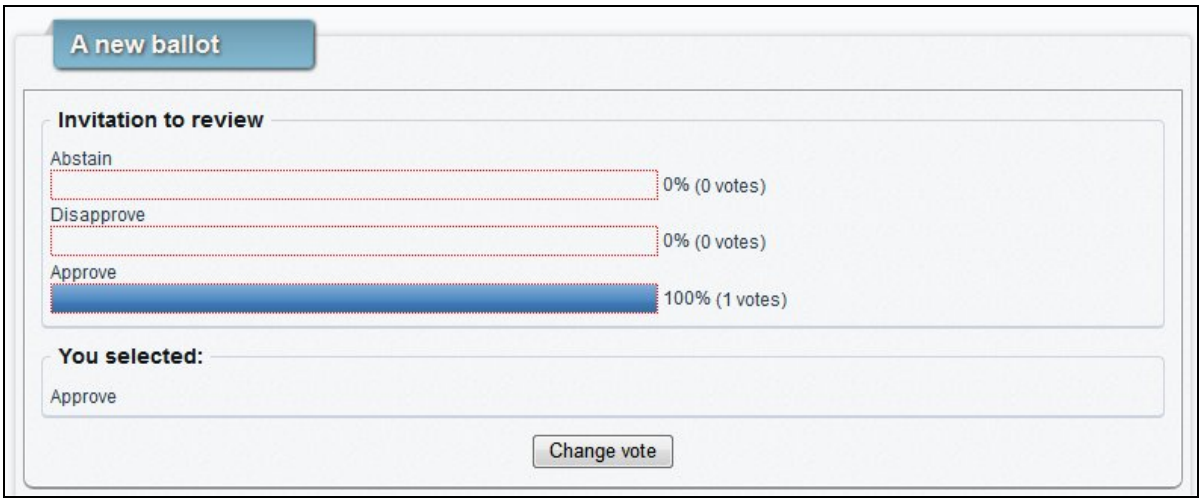


Figure 54 System response to the completed vote

3.12.2.3 2.3 Poll analysis and results

1. This requires Administrator access to the backend of Agora.
2. Select Components -> Agora Pro -> Add-on Manager -> Polls

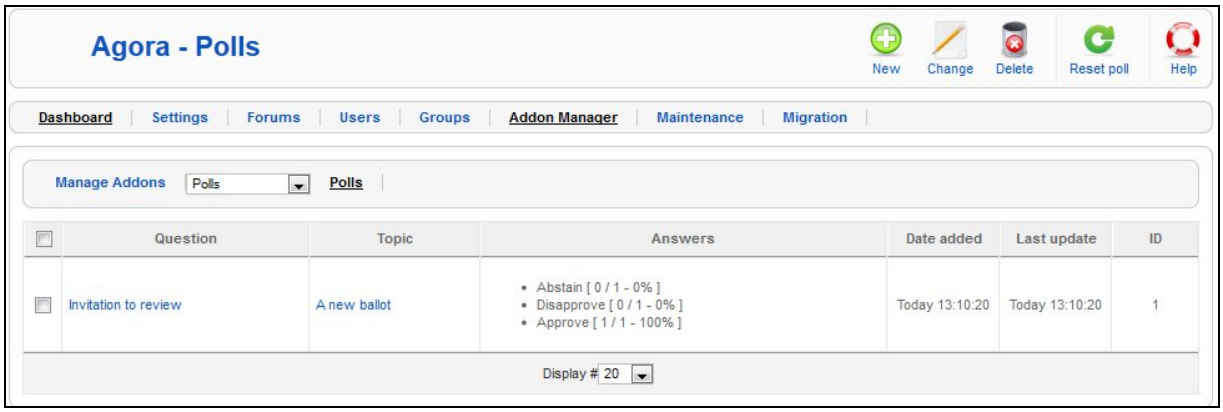


Figure 55 Poll analysis

3.12.3 3. Remarks:

None.

3.12.4 4. See also:

None.

3.12.5 Shortcut keystroke:

4 The Document Manager interface

4.1 01 The document management system

4.1.1 1. Introduction:

The document management system provides a repository for the storage and archiving of files associated with standards review.

4.1.2 2. Usage:

4.1.2.1 2.1 Downloading an existing file

1. In the ImproveIT main menu, select the 'Document downloads' feature.

Downloads Home
Search Document
Submit File
Categories
JTC1 SC7 (0 Files)
ISO/IEC JTC1 SC7 Software and Systems Engineering
WG02 Systems & Software Documentation (0 Files)
A range of standards prepared by ISO/IEC JTC1 SC7 WG02 Systems and software documentation
WG04 Tools and Methods (4 Files)
A range of standards in the field of tools and methods for software engineering.
WG06 SQUARE (0 Files)
WG07 Lifecycle Management (1 Files)
A range of standards prepared by ISO/IEC SC7 WG07 Lifecycle process management
WG20 SE Body of Knowledge (1 Files)

Figure 56 Document manager interface

2. Select a document category that has more than 1 file listed. (E.g. WG04 Tools and Methods)

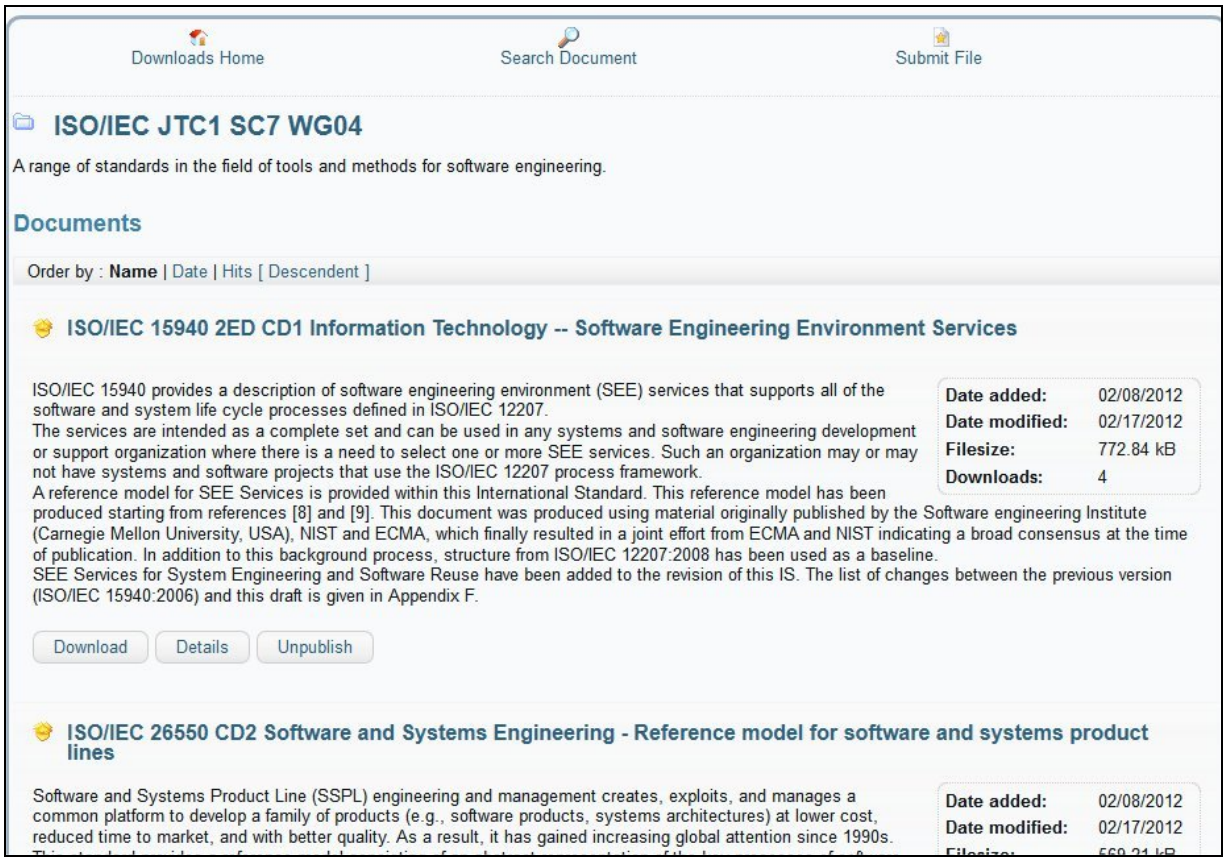

Downloads Home
Search Document
Submit File
ISO/IEC JTC1 SC7 WG04
A range of standards in the field of tools and methods for software engineering.
Documents
Order by : Name | Date | Hits [Descendent]
ISO/IEC 15940 2ED CD1 Information Technology -- Software Engineering Environment Services
ISO/IEC 15940 provides a description of software engineering environment (SEE) services that supports all of the software and system life cycle processes defined in ISO/IEC 12207.
The services are intended as a complete set and can be used in any systems and software engineering development or support organization where there is a need to select one or more SEE services. Such an organization may or may not have systems and software projects that use the ISO/IEC 12207 process framework.
A reference model for SEE Services is provided within this International Standard. This reference model has been produced starting from references [8] and [9]. This document was produced using material originally published by the Software engineering Institute (Carnegie Mellon University, USA), NIST and ECMA, which finally resulted in a joint effort from ECMA and NIST indicating a broad consensus at the time of publication. In addition to this background process, structure from ISO/IEC 12207:2008 has been used as a baseline.
SEE Services for System Engineering and Software Reuse have been added to the revision of this IS. The list of changes between the previous version (ISO/IEC 15940:2006) and this draft is given in Appendix F.
Date added: 02/08/2012
Date modified: 02/17/2012
Filesize: 772.84 kB
Downloads: 4
Download
Details
Unpublish
ISO/IEC 26550 CD2 Software and Systems Engineering - Reference model for software and systems product lines
Software and Systems Product Line (SSPL) engineering and management creates, exploits, and manages a common platform to develop a family of products (e.g., software products, systems architectures) at lower cost, reduced time to market, and with better quality. As a result, it has gained increasing global attention since 1990s.
Date added: 02/08/2012
Date modified: 02/17/2012

Figure 57 Category files listing

Three options are provided for each file: Download; Details; and Unpublish.

3. Download a file. A window will pop up with the following details.

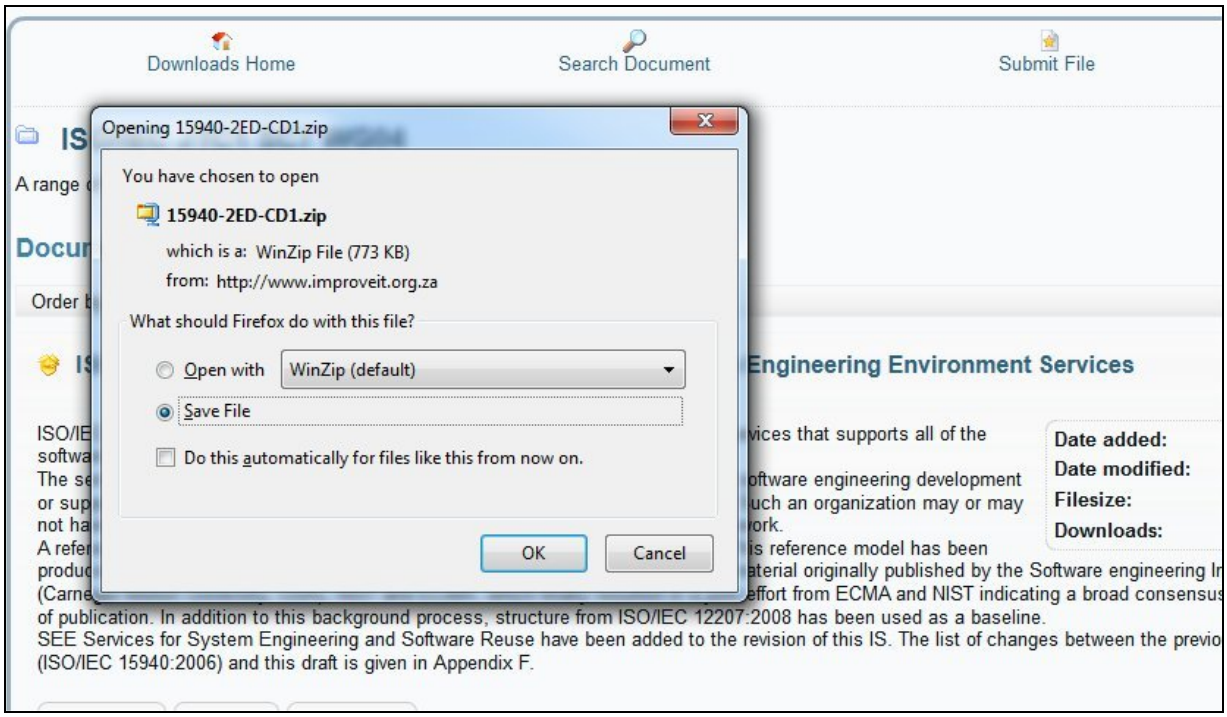
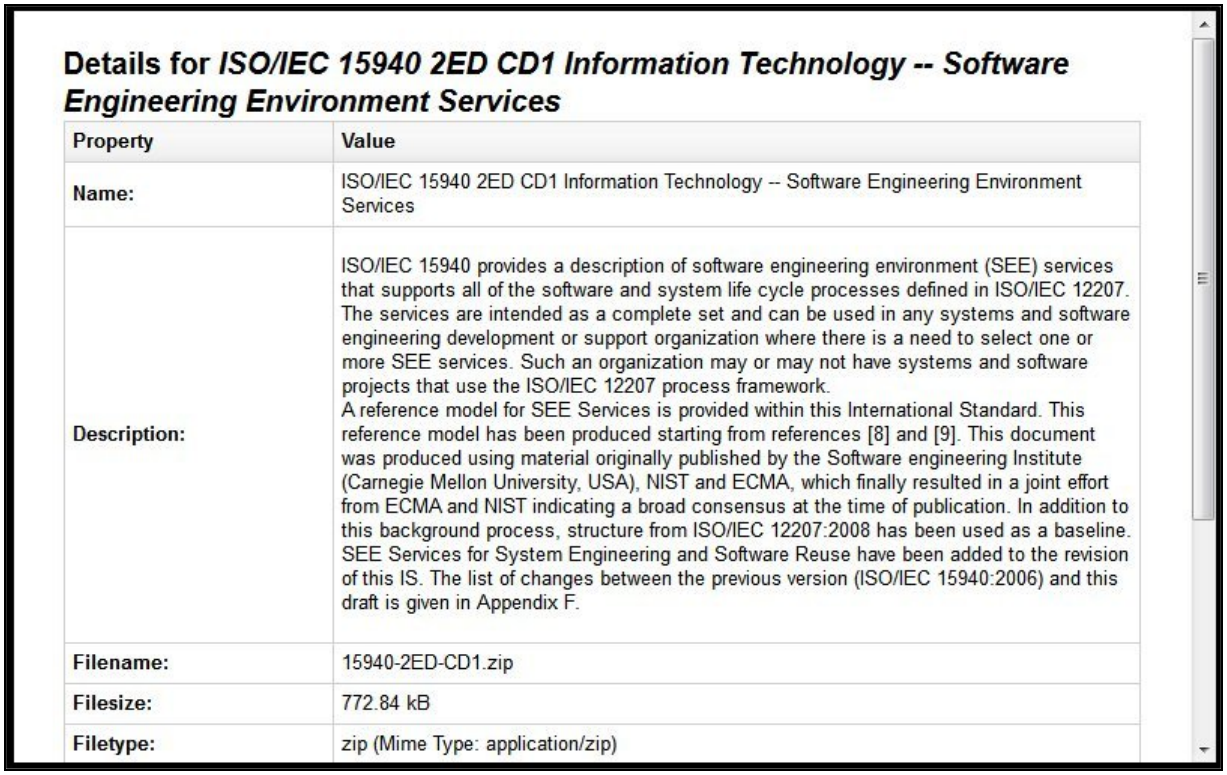

Downloads Home
Search Document
Submit File
Opening 15940-2ED-CD1.zip
You have chosen to open
15940-2ED-CD1.zip
which is a: WinZip File (773 KB)
from: http://www.improveit.org.za
What should Firefox do with this file?
Open with
WinZip (default)
Save File
Do this automatically for files like this from now on.
OK
Cancel
Engineering Environment Services
Date added:
Date modified:
Filesize:
Downloads:
of publication. In addition to this background process, structure from ISO/IEC 12207:2008 has been used as a baseline.
SEE Services for System Engineering and Software Reuse have been added to the revision of this IS. The list of changes between the previo
(ISO/IEC 15940:2006) and this draft is given in Appendix F.

Figure 58 Download the file

4. Details: The file details are listed. Click the X in the top-right corner of the display to close the view.



Details for *ISO/IEC 15940 2ED CD1 Information Technology -- Software Engineering Environment Services*

Property	Value
Name:	ISO/IEC 15940 2ED CD1 Information Technology -- Software Engineering Environment Services
Description:	ISO/IEC 15940 provides a description of software engineering environment (SEE) services that supports all of the software and system life cycle processes defined in ISO/IEC 12207. The services are intended as a complete set and can be used in any systems and software engineering development or support organization where there is a need to select one or more SEE services. Such an organization may or may not have systems and software projects that use the ISO/IEC 12207 process framework. A reference model for SEE Services is provided within this International Standard. This reference model has been produced starting from references [8] and [9]. This document was produced using material originally published by the Software engineering Institute (Carnegie Mellon University, USA), NIST and ECMA, which finally resulted in a joint effort from ECMA and NIST indicating a broad consensus at the time of publication. In addition to this background process, structure from ISO/IEC 12207:2008 has been used as a baseline. SEE Services for System Engineering and Software Reuse have been added to the revision of this IS. The list of changes between the previous version (ISO/IEC 15940:2006) and this draft is given in Appendix F.
Filename:	15940-2ED-CD1.zip
Filesize:	772.84 kB
Filetype:	zip (Mime Type: application/zip)

Figure 59 File details

5. Unpublish: Click the Unpublish button. Click Publish to republish the item.

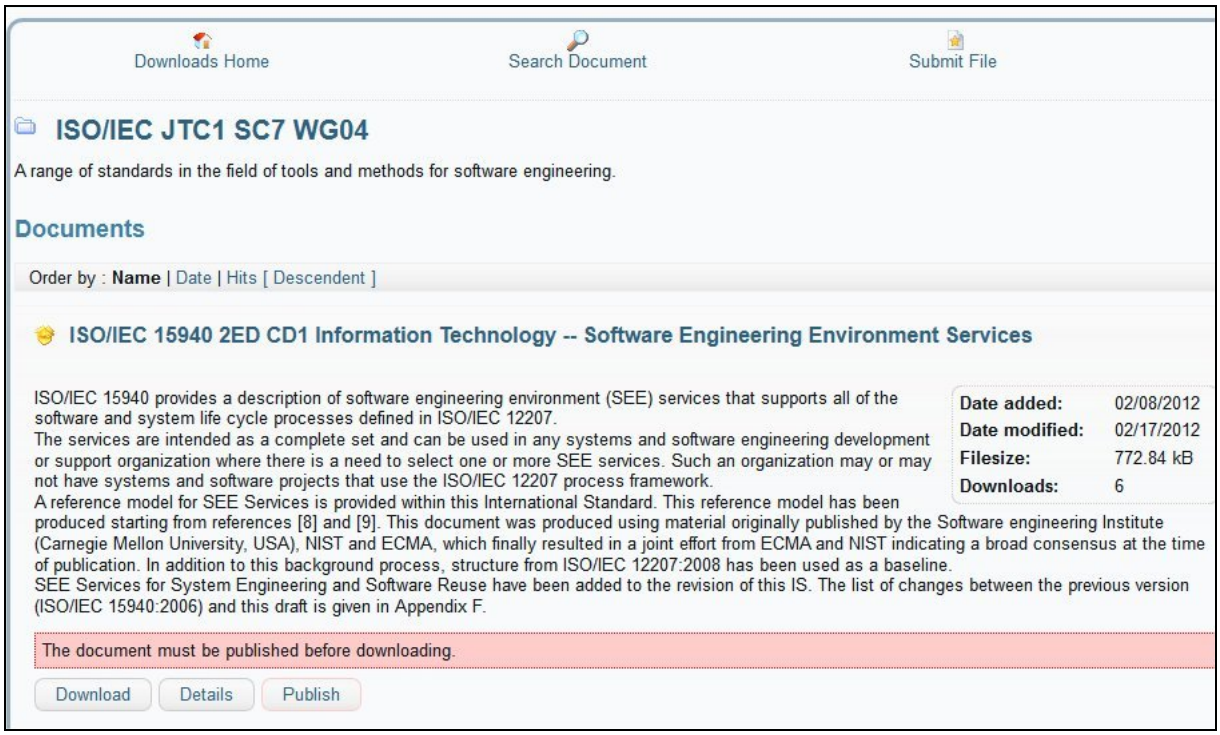

Downloads Home
Search Document
Submit File
ISO/IEC JTC1 SC7 WG04
A range of standards in the field of tools and methods for software engineering.
Documents
Order by : Name | Date | Hits [Descendent]
ISO/IEC 15940 2ED CD1 Information Technology -- Software Engineering Environment Services
ISO/IEC 15940 provides a description of software engineering environment (SEE) services that supports all of the software and system life cycle processes defined in ISO/IEC 12207.
The services are intended as a complete set and can be used in any systems and software engineering development or support organization where there is a need to select one or more SEE services. Such an organization may or may not have systems and software projects that use the ISO/IEC 12207 process framework.
A reference model for SEE Services is provided within this International Standard. This reference model has been produced starting from references [8] and [9]. This document was produced using material originally published by the Software engineering Institute (Carnegie Mellon University, USA), NIST and ECMA, which finally resulted in a joint effort from ECMA and NIST indicating a broad consensus at the time of publication. In addition to this background process, structure from ISO/IEC 12207:2008 has been used as a baseline.
SEE Services for System Engineering and Software Reuse have been added to the revision of this IS. The list of changes between the previous version (ISO/IEC 15940:2006) and this draft is given in Appendix F.
Date added: 02/08/2012
Date modified: 02/17/2012
Filesize: 772.84 kB
Downloads: 6
The document must be published before downloading.
Download
Details
Publish

Figure 60 Unpublish - republish a file

4.1.2.2 2.2 Submit a file

(Refer to the Document Manager Interface in Figure 56).

1. Select the file category. (i.e. select a category to be parent to the file to be uploaded).

Downloads Home
Search Document
Submit File
ISO/IEC JTC1 WG6 and SC7 WG40 IT Governance
A range of standards in the field of IT Governance prepared by JTC1 WG6 and ISO/IEC JTC1 SC7 WG40.
There are no documents in this category

Figure 61 Select file upload category

2. Step 1: Select the required document source.

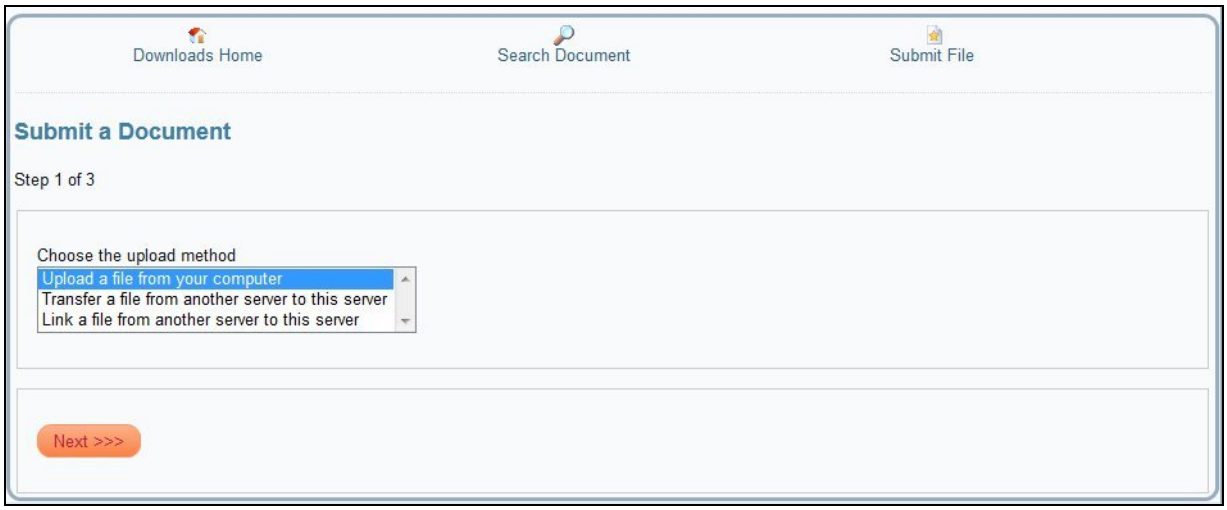

Downloads Home
Search Document
Submit File
Submit a Document
Step 1 of 3
Choose the upload method
Upload a file from your computer
Transfer a file from another server to this server
Link a file from another server to this server
Next >>>

Figure 62 Select document source

3. Step 2: Select the file to be uploaded.

Figure 63 Select file for upload

4. Step 3: Upload the file.

Figure 64 Upload the file

When the upload is completed the following display will appear:

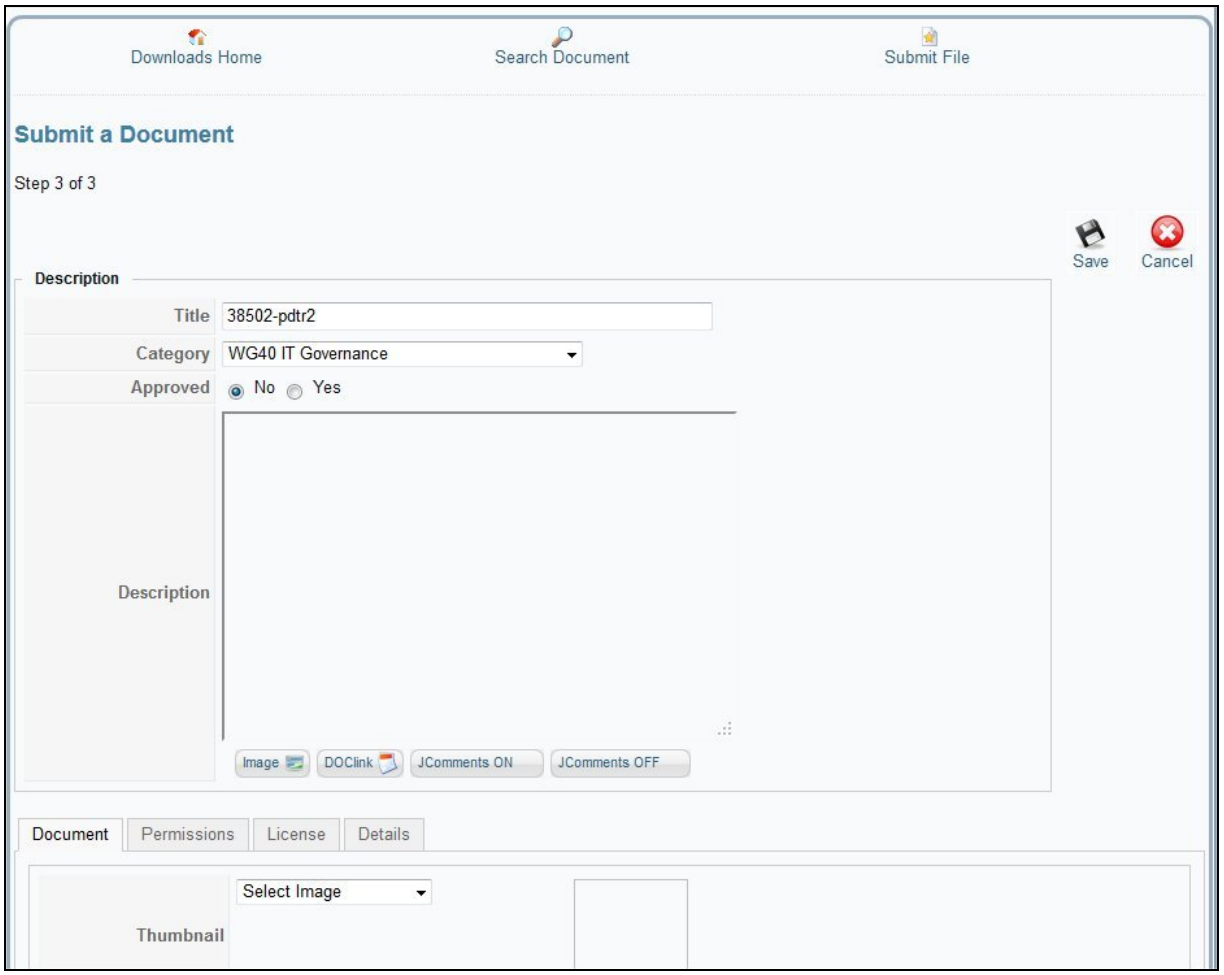


Figure 65 Display after file upload

5. Add document details: Add suitable details to the document description. Click Save. After saving the following display appears.

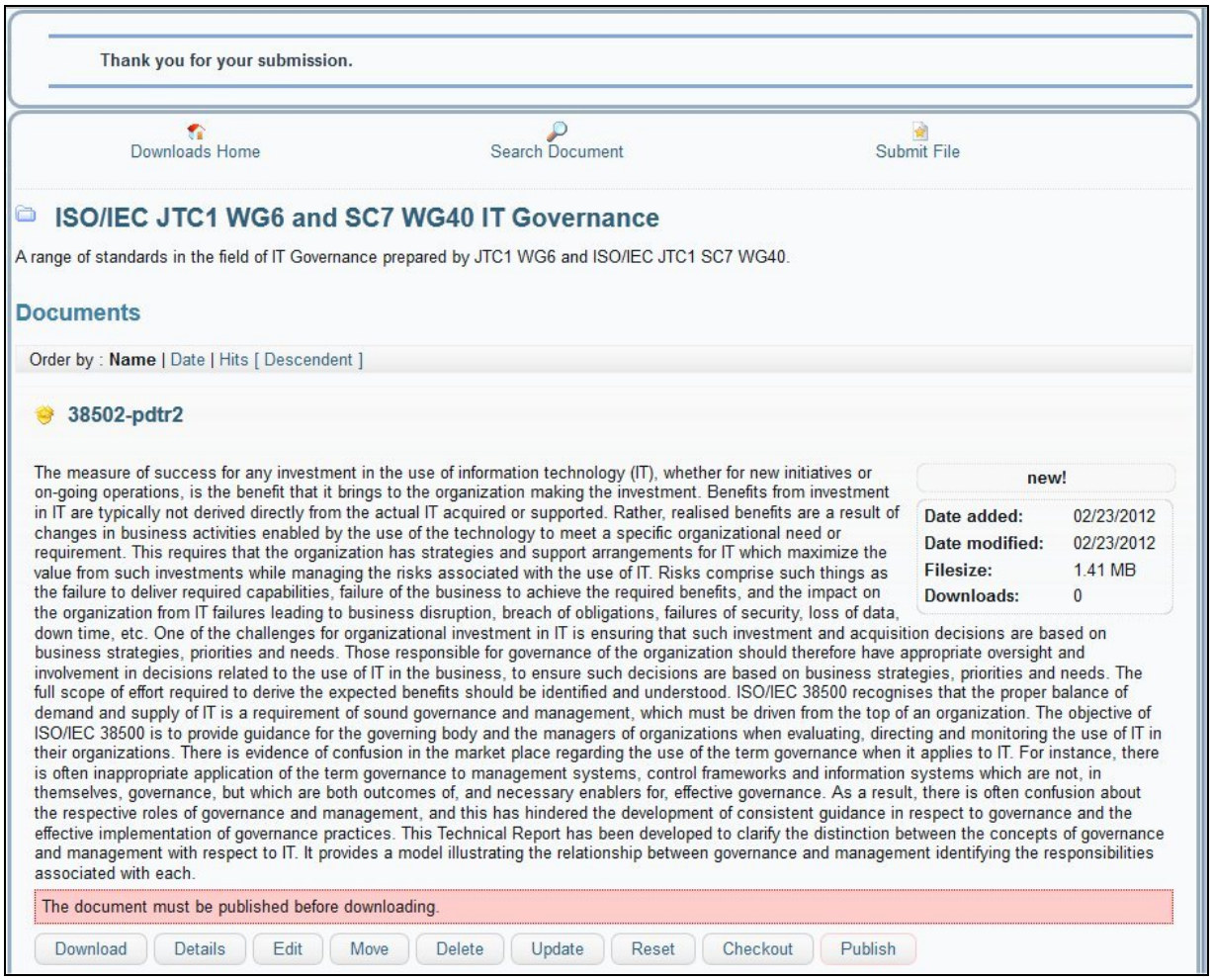

Thank you for your submission.
Downloads Home
Search Document
Submit File
ISO/IEC JTC1 WG6 and SC7 WG40 IT Governance
A range of standards in the field of IT Governance prepared by JTC1 WG6 and ISO/IEC JTC1 SC7 WG40.
Documents
Order by : Name | Date | Hits [Descendent]
38502-pdtr2
The measure of success for any investment in the use of information technology (IT), whether for new initiatives or on-going operations, is the benefit that it brings to the organization making the investment. Benefits from investment in IT are typically not derived directly from the actual IT acquired or supported. Rather, realised benefits are a result of changes in business activities enabled by the use of the technology to meet a specific organizational need or requirement. This requires that the organization has strategies and support arrangements for IT which maximize the value from such investments while managing the risks associated with the use of IT. Risks comprise such things as the failure to deliver required capabilities, failure of the business to achieve the required benefits, and the impact on the organization from IT failures leading to business disruption, breach of obligations, failures of security, loss of data, down time, etc. One of the challenges for organizational investment in IT is ensuring that such investment and acquisition decisions are based on business strategies, priorities and needs. Those responsible for governance of the organization should therefore have appropriate oversight and involvement in decisions related to the use of IT in the business, to ensure such decisions are based on business strategies, priorities and needs. The full scope of effort required to derive the expected benefits should be identified and understood. ISO/IEC 38500 recognises that the proper balance of demand and supply of IT is a requirement of sound governance and management, which must be driven from the top of an organization. The objective of ISO/IEC 38500 is to provide guidance for the governing body and the managers of organizations when evaluating, directing and monitoring the use of IT in their organizations. There is evidence of confusion in the market place regarding the use of the term governance when it applies to IT. For instance, there is often inappropriate application of the term governance to management systems, control frameworks and information systems which are not, in themselves, governance, but which are both outcomes of, and necessary enablers for, effective governance. As a result, there is often confusion about the respective roles of governance and management, and this has hindered the development of consistent guidance in respect to governance and the effective implementation of governance practices. This Technical Report has been developed to clarify the distinction between the concepts of governance and management with respect to IT. It provides a model illustrating the relationship between governance and management identifying the responsibilities associated with each.
new!
Date added: 02/23/2012
Date modified: 02/23/2012
Filesize: 1.41 MB
Downloads: 0
The document must be published before downloading.
Download
Details
Edit
Move
Delete
Update
Reset
Checkout
Publish

Figure 66 Uploaded document display

6. Publish the document: Click Publish.

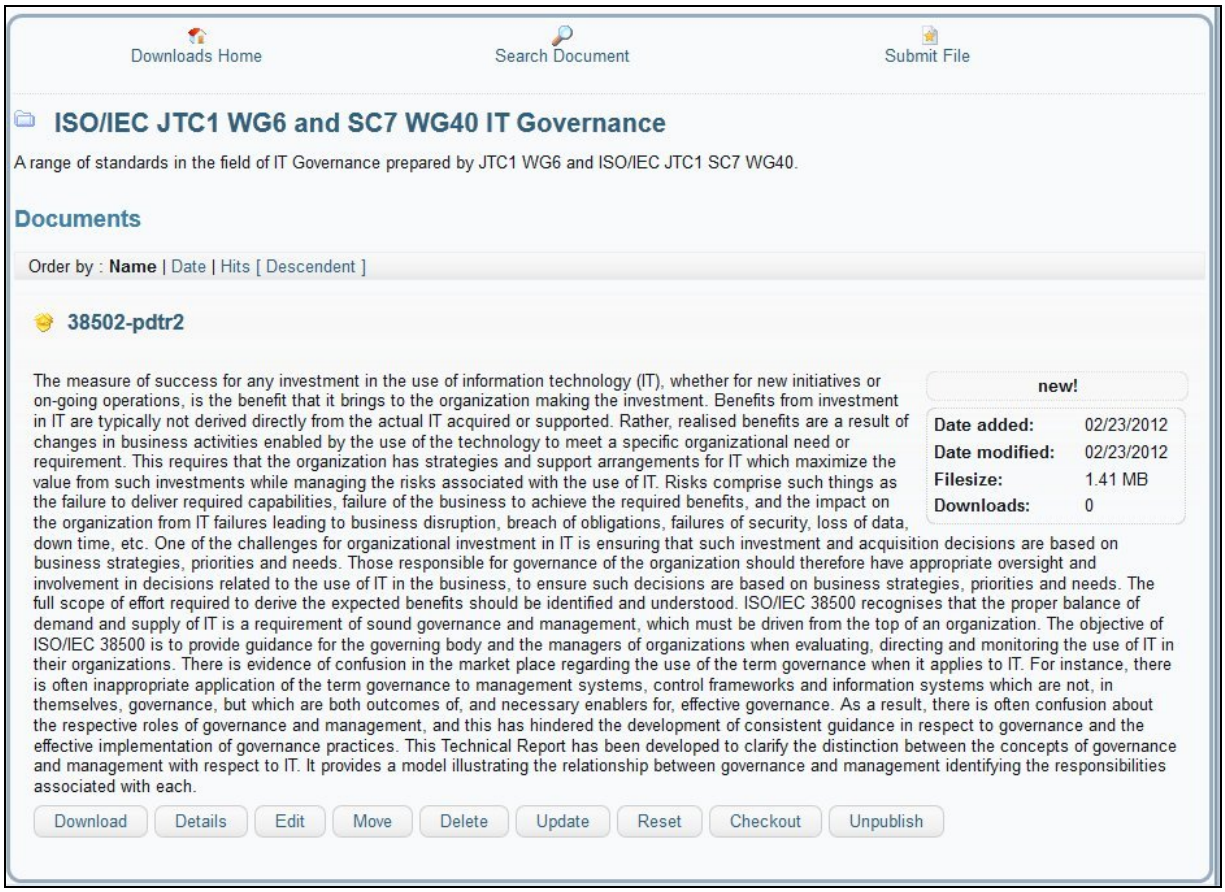

Downloads Home
Search Document
Submit File
ISO/IEC JTC1 WG6 and SC7 WG40 IT Governance
A range of standards in the field of IT Governance prepared by JTC1 WG6 and ISO/IEC JTC1 SC7 WG40.
Documents
Order by : Name | Date | Hits [Descendent]
38502-pdtr2
The measure of success for any investment in the use of information technology (IT), whether for new initiatives or on-going operations, is the benefit that it brings to the organization making the investment. Benefits from investment in IT are typically not derived directly from the actual IT acquired or supported. Rather, realised benefits are a result of changes in business activities enabled by the use of the technology to meet a specific organizational need or requirement. This requires that the organization has strategies and support arrangements for IT which maximize the value from such investments while managing the risks associated with the use of IT. Risks comprise such things as the failure to deliver required capabilities, failure of the business to achieve the required benefits, and the impact on the organization from IT failures leading to business disruption, breach of obligations, failures of security, loss of data, down time, etc. One of the challenges for organizational investment in IT is ensuring that such investment and acquisition decisions are based on business strategies, priorities and needs. Those responsible for governance of the organization should therefore have appropriate oversight and involvement in decisions related to the use of IT in the business, to ensure such decisions are based on business strategies, priorities and needs. The full scope of effort required to derive the expected benefits should be identified and understood. ISO/IEC 38500 recognises that the proper balance of demand and supply of IT is a requirement of sound governance and management, which must be driven from the top of an organization. The objective of ISO/IEC 38500 is to provide guidance for the governing body and the managers of organizations when evaluating, directing and monitoring the use of IT in their organizations. There is evidence of confusion in the market place regarding the use of the term governance when it applies to IT. For instance, there is often inappropriate application of the term governance to management systems, control frameworks and information systems which are not, in themselves, governance, but which are both outcomes of, and necessary enablers for, effective governance. As a result, there is often confusion about the respective roles of governance and management, and this has hindered the development of consistent guidance in respect to governance and the effective implementation of governance practices. This Technical Report has been developed to clarify the distinction between the concepts of governance and management with respect to IT. It provides a model illustrating the relationship between governance and management identifying the responsibilities associated with each.
new!
Date added: 02/23/2012
Date modified: 02/23/2012
Filesize: 1.41 MB
Downloads: 0
Download
Details
Edit
Move
Delete
Update
Reset
Checkout
Unpublish

Figure 67 The published file

4.1.3 3. Remarks:

None.

4.1.4 4. See also:

None.

4.1.5 Shortcut keystroke:

5 The Helpdesk

5.1 01 The Helpdesk

5.1.1 1. Introduction:

The helpdesk provides a facility for raising 'tickets' i.e. to request help in order to achieve some objective associated with the ImproveIT website.

5.1.2 2. Usage:

5.1.2.1 2.1 Raising a ticket

1. Click Helpdesk-Submit ticket to create a ticket.

ImproveIT.Org.ZA
Dedicated to improving enterprise IT process effectiveness
ImproveIT
Home
Home
Review of standards
Standards development
Contact us
Search this site
About the Directors
Help
Forum
Document downloads
Process Benchmarking Service
Helpdesk
Submit ticket
View tickets
Hi joesoap
Account Maintenance
Download Area
Invitation to participate in reviews of emerging ISO standards and other best practice frameworks
A primary objective of ImproveIT is to facilitate the conduct of reviews of emerging international and national standards in the field of Information Technology, primary within the scope of software and systems engineering, IT service management, and information security.
Although it is anticipated that the target audience for the conduct of much of this review activity will be in the context of South Africa (the home country of ImproveIT), we welcome participation in such reviews by technical experts based in other countries in Africa, and participation by technical experts based elsewhere geographically.
Read more...
About ImproveIT
About ISO Standards
Members of ImproveIT are actively involved in the development of national and international standards in the field of Information Technology.
Most of this work place place within the context of the Standards South Africa Software Engineering Standards Committee, and designated as SABS SC 71C, established under the auspices of
http://www.improveit.org.za/helpdesk/submit-ticket

Figure 68 Select 'Submit ticket'

2. A ticket is opened.

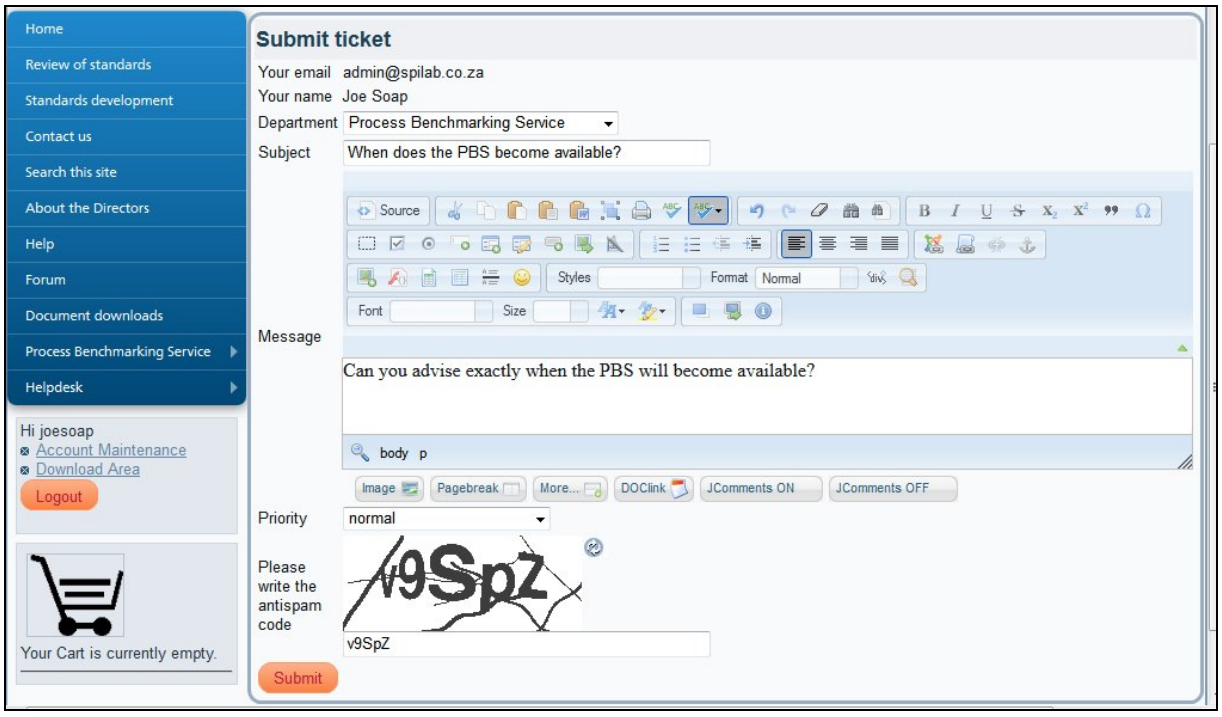


Figure 69 Create and submit ticket

Fill in the required details, noting that the e-mail address and name is automatically populated. Select the 'Department', the Subject, and fill in the message text. Set the ticket priority and complete the antispam code. Click Submit.

3. Ticket submission is completed – screen acknowledgement is displayed.

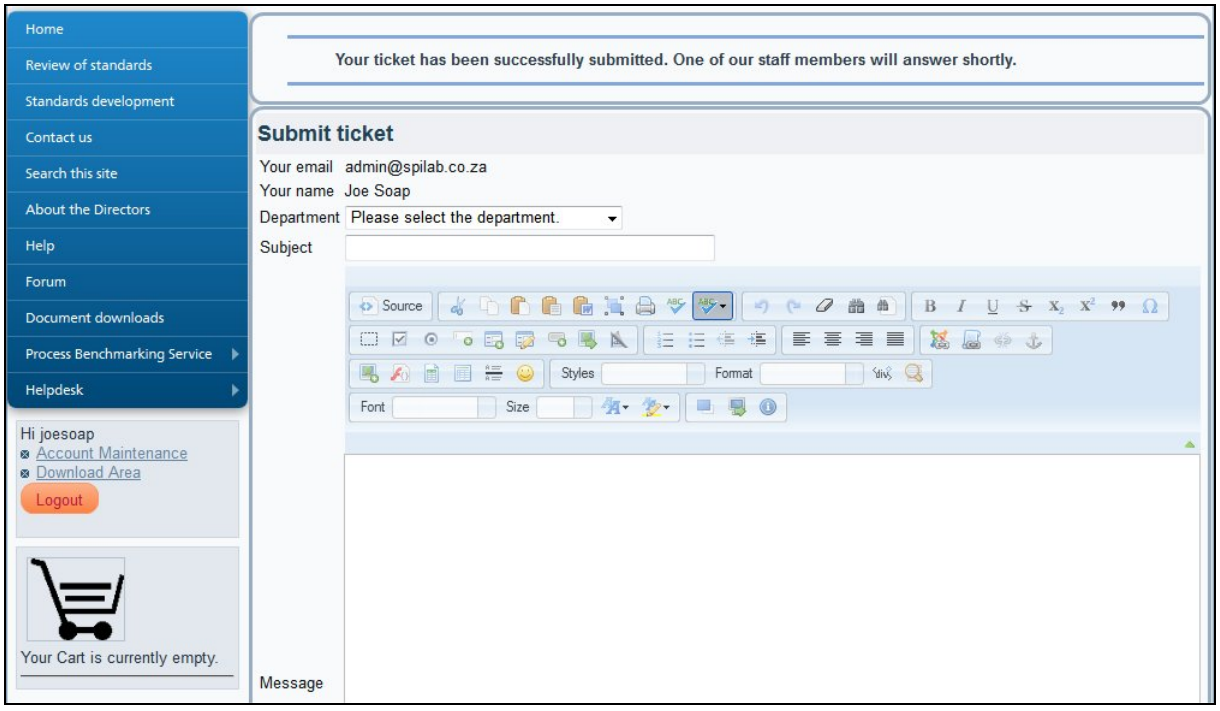


Figure 70 Ticket submission acknowledgement

4. E-mail acknowledgement of ticket submission.

From: ImproveIT [office@improveit.org.za]
Sent: Fri 2012-07-27 16:24
To: admin@spilab.co.za
Cc:
Subject: [PBS-0000000002] When does the PBS become available?
----------Please reply above this line----------
Hello Joe Soap,
Thank you for contacting us. One of our staff members will attend to your problem as soon as possible.
You can view your ticket here:
PBS-0000000002

Figure 71 E-mail acknowledgement of ticket submission.

5. E-mail response from ADMIN to the ticket.

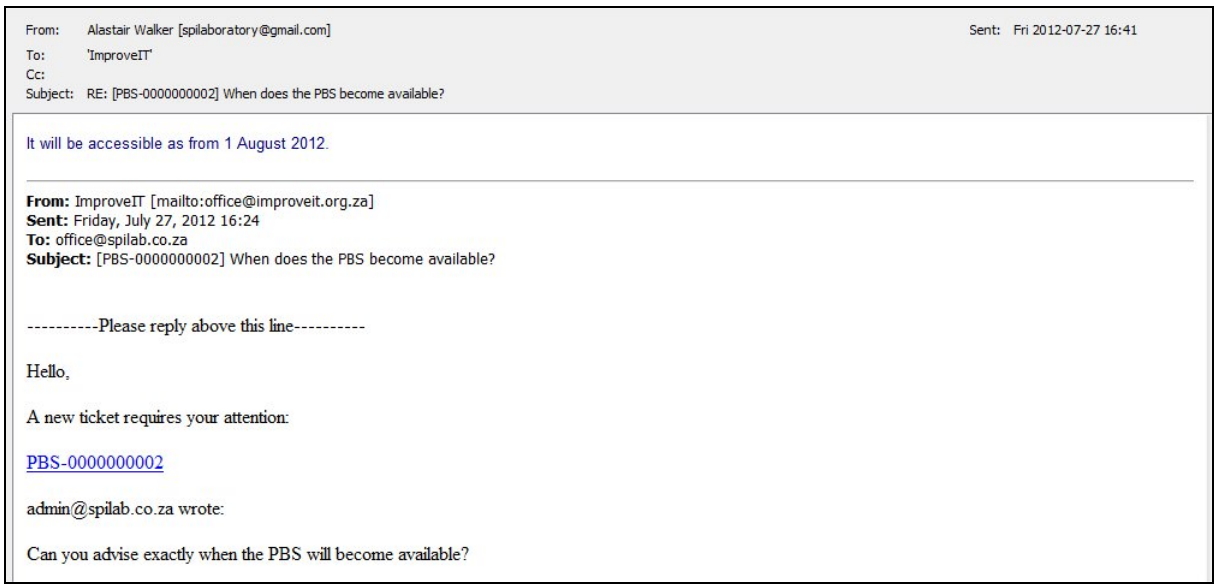

From: Alastair Walker [spilaboratory@gmail.com]
Sent: Fri 2012-07-27 16:41
To: 'ImproveIT'
Cc:
Subject: RE: [PBS-0000000002] When does the PBS become available?
It will be accessible as from 1 August 2012.
From: ImproveIT [mailto:office@improveit.org.za]
Sent: Friday, July 27, 2012 16:24
To: office@spilab.co.za
Subject: [PBS-0000000002] When does the PBS become available?
----------Please reply above this line----------
Hello,
A new ticket requires your attention:
PBS-0000000002
admin@spilab.co.za wrote:
Can you advise exactly when the PBS will become available?

Figure 72 ADMIN response to the ticket.

5.1.2.2 2.2 Viewing tickets

7. Select Helpdesk -> View tickets

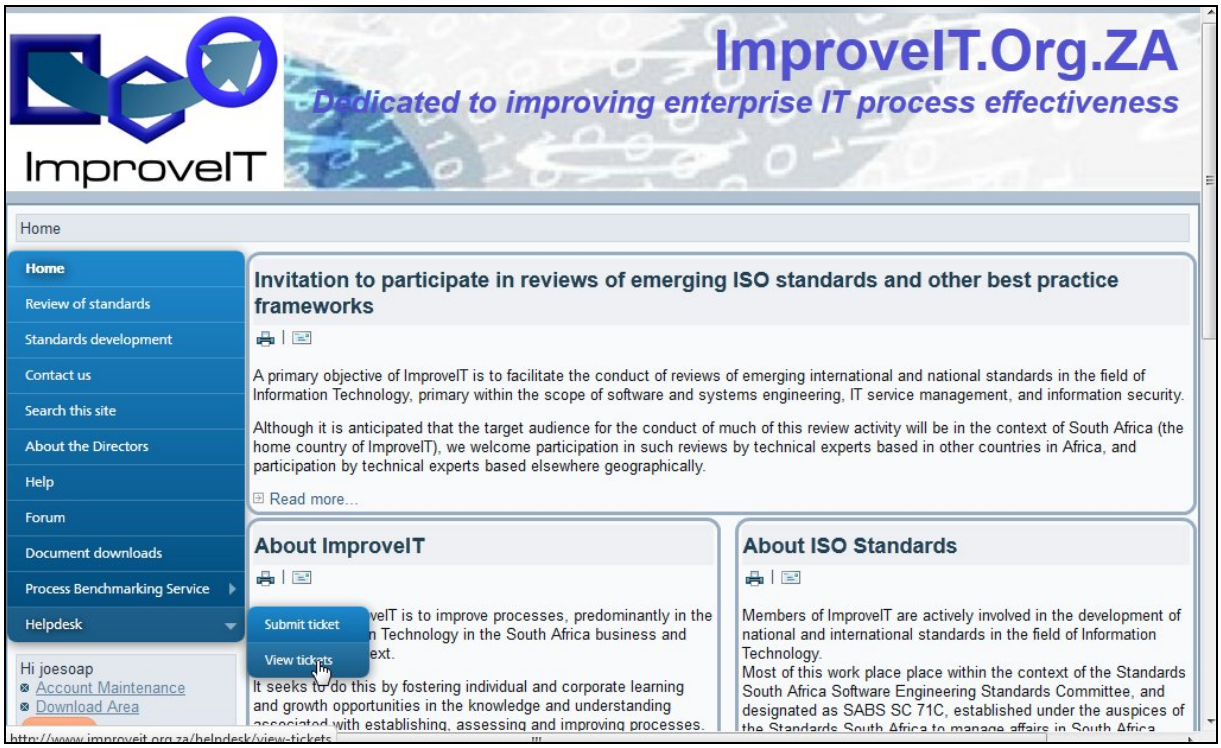

ImproveIT.Org.ZA
Dedicated to improving enterprise IT process effectiveness
ImproveIT
Home
Home
Review of standards
Standards development
Contact us
Search this site
About the Directors
Help
Forum
Document downloads
Process Benchmarking Service
Helpdesk
Submit ticket
View tickets
Hi joesoap
Account Maintenance
Download Area
Invitation to participate in reviews of emerging ISO standards and other best practice frameworks
A primary objective of ImproveIT is to facilitate the conduct of reviews of emerging international and national standards in the field of Information Technology, primary within the scope of software and systems engineering, IT service management, and information security.
Although it is anticipated that the target audience for the conduct of much of this review activity will be in the context of South Africa (the home country of ImproveIT), we welcome participation in such reviews by technical experts based in other countries in Africa, and participation by technical experts based elsewhere geographically.
Read more...
About ImproveIT
About ISO Standards
Members of ImproveIT are actively involved in the development of national and international standards in the field of Information Technology.
Most of this work place place within the context of the Standards South Africa Software Engineering Standards Committee, and designated as SABS SC 71C, established under the auspices of

Figure 73 Select the View Tickets function

8. View the tickets.

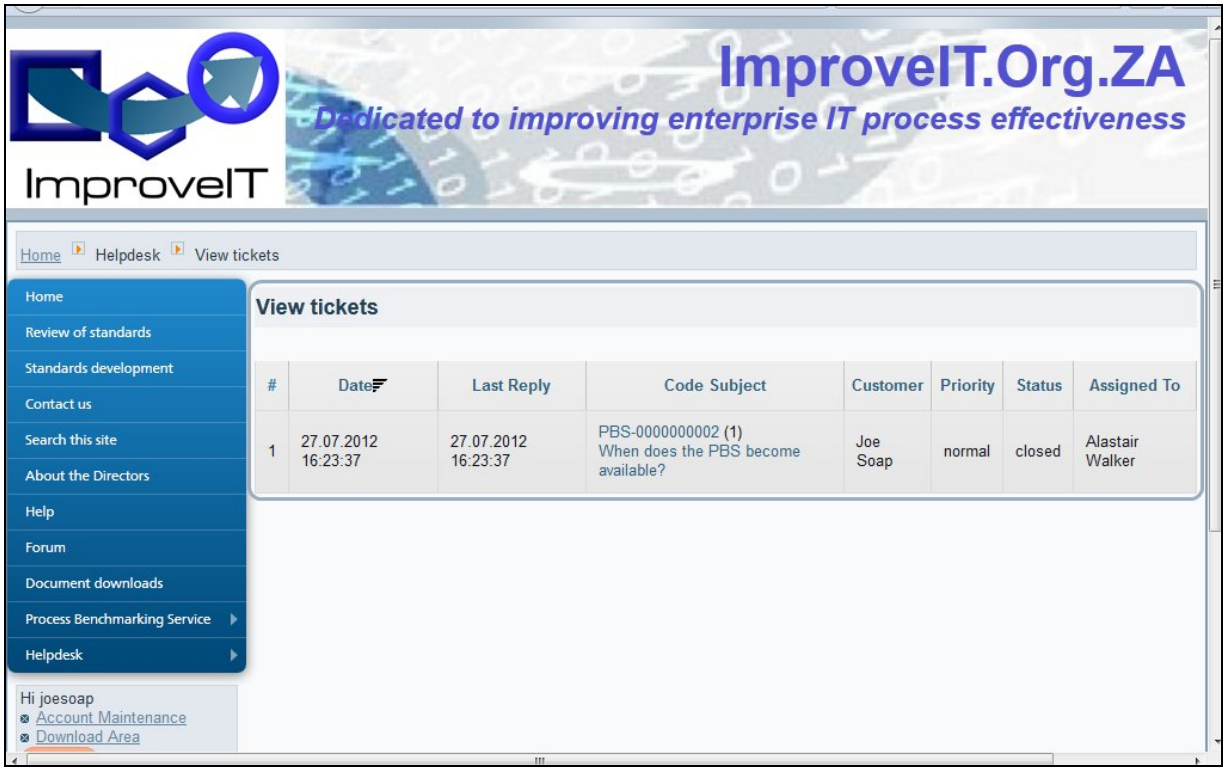


Figure 74 View tickets

5.1.3 3. Remarks:

None.

5.1.4 4. See also:

None.

5.1.5 Shortcut keystroke:

6 The ActiveHelper chat system

6.1 01 The ActiveHelper Chat System

6.1.1 1. Introduction:

The ActiveHelper chat system complements the use of the Helpdesk ticket system by providing the basis for an immediate response to a user query – provided that an agent is online.

If all agents are offline, then an offline e-mail support system is used.

6.1.2 2. Usage:

6.1.2.1 2.1 If the ActiveHelper support system is online:

1. Where the ActiveHelper system is located.

www.improveit.org.za/index.php?option=com_content&view=frontpage&Itemid=1
Google
ImproveIT
ImproveIT.Org.ZA
Dedicated to improving enterprise IT process effectiveness
Home
Home
About ImproveIT
Review of standards
Standards development
Search this site
Process Benchmarking Service
Site user manuals
The ImproveIT Process Benchmarking Service
NEW
ImproveIT is pleased to announce a new process benchmarking service - targeting the informational needs of customers of small development entities. The key need of such customers is to be able to identify and mitigate risks associated with the acquisition of a new software product or software-based service.
The ImproveIT Process Benchmarking Service addresses a key stumbling block – that of the costs associated with obtaining information about the actual capabilities of a software development entity before work begins. Conventionally, the financial costs of obtaining such capability information (using capability assessments) are borne by the software development entity, a cost that they are frequently unable to bear.
The ImproveIT Process Benchmarking Service eliminates this barrier by providing the Basic Report at no charge to the customer or the software development entity to be assessed. Consequently, customers can obtain critical information regarding supplier development capability at zero financial cost impact to itself or its potential service suppliers.
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Invitation to participate in reviews of emerging ISO standards and other best practice frameworks
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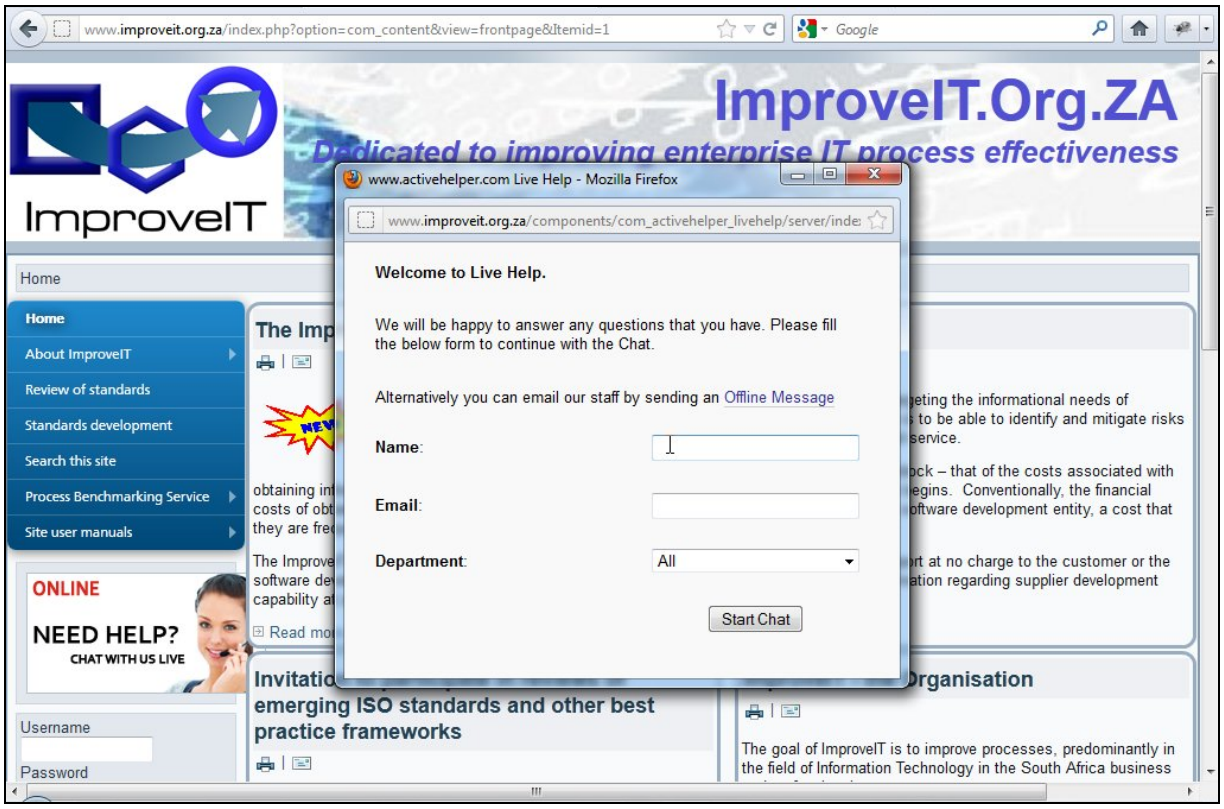
The goal of ImproveIT is to improve processes, predominantly in the field of Information Technology in the South Africa business
Username
Password
http://www.improveit.org.za/components/com_activehelper_livehelp/server/index.php

Figure 75 The ActiveHelper display position

2. Click on the ActiveHelper tab.


www.improveit.org.za/index.php?option=com_content&view=frontpage&Itemid=1
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Dedicated to improving enterprise IT process effectiveness
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Welcome to Live Help.
We will be happy to answer any questions that you have. Please fill the below form to continue with the Chat.
Alternatively you can email our staff by sending an Offline Message
Name:
Email:
Department:
All
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Figure 76 Livehelp pop-up

Fill in the required details of Name, and Email address. (There is only one choice for Department).

Click Start Chat.

3. Waiting for an agent to respond.

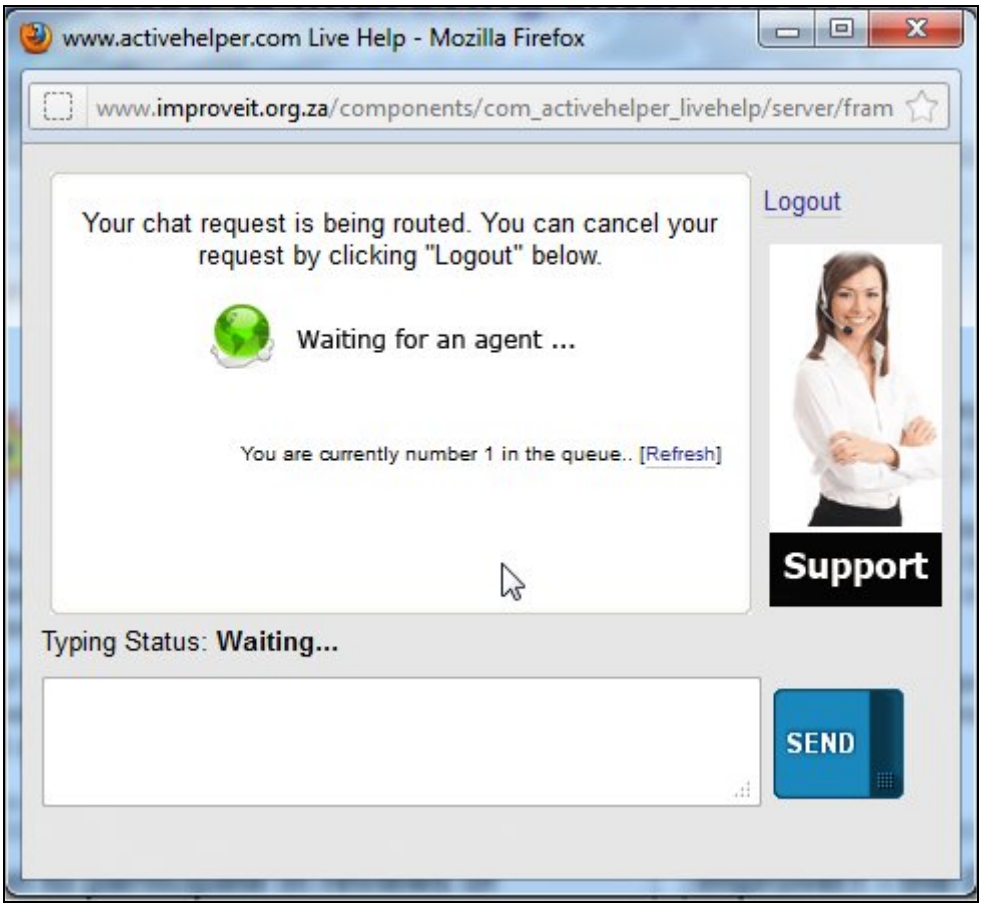

www.activehelper.com Live Help - Mozilla Firefox
www.improveit.org.za/components/com_activehelper_livehelp/server/fram
Your chat request is being routed. You can cancel your request by clicking "Logout" below.
Waiting for an agent ...
You are currently number 1 in the queue.. [Refresh]
Logout
Support
Typing Status: Waiting...
SEND

Figure 77 Waiting for an agent to respond

4. Chat exchanges

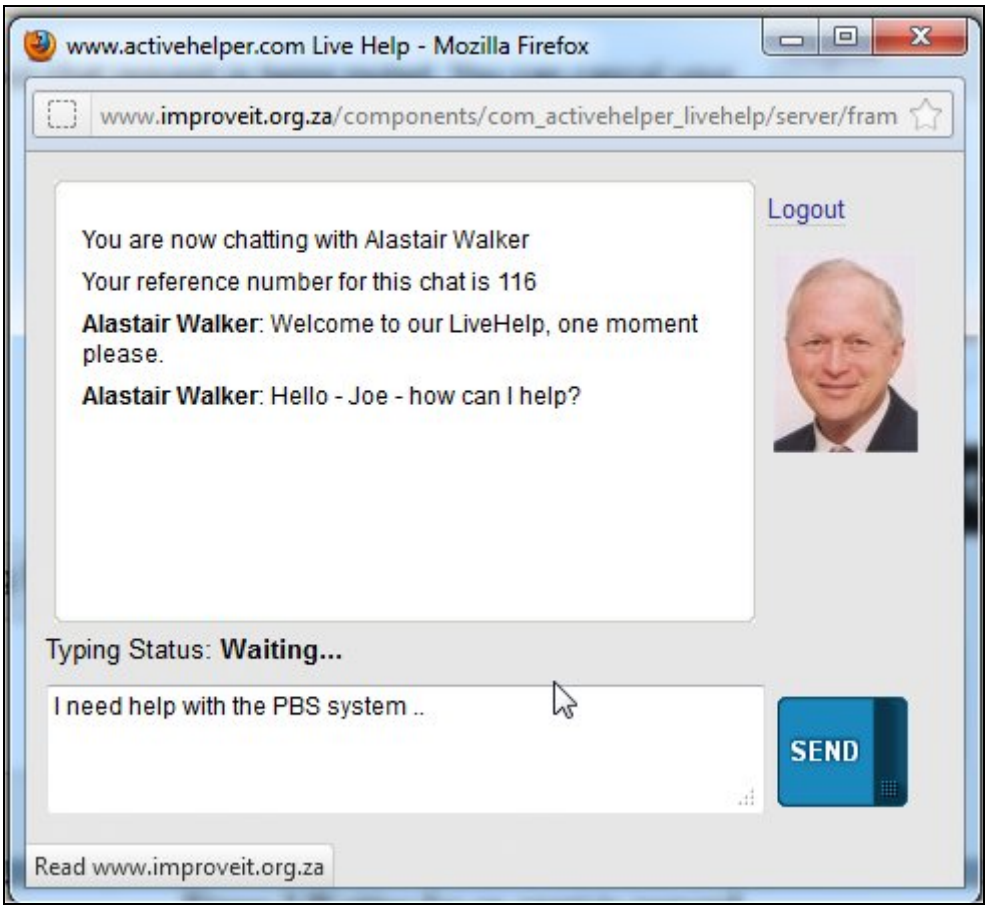

www.activehelper.com Live Help - Mozilla Firefox
www.improveit.org.za/components/com_activehelper_livehelp/server/fram
Logout
You are now chatting with Alastair Walker
Your reference number for this chat is 116
Alastair Walker: Welcome to our LiveHelp, one moment please.
Alastair Walker: Hello - Joe - how can I help?
Typing Status: Waiting...
I need help with the PBS system ..
SEND
Read www.improveit.org.za

Figure 78 Chat exchanges

5. Chat session sign-off and rating of the session.

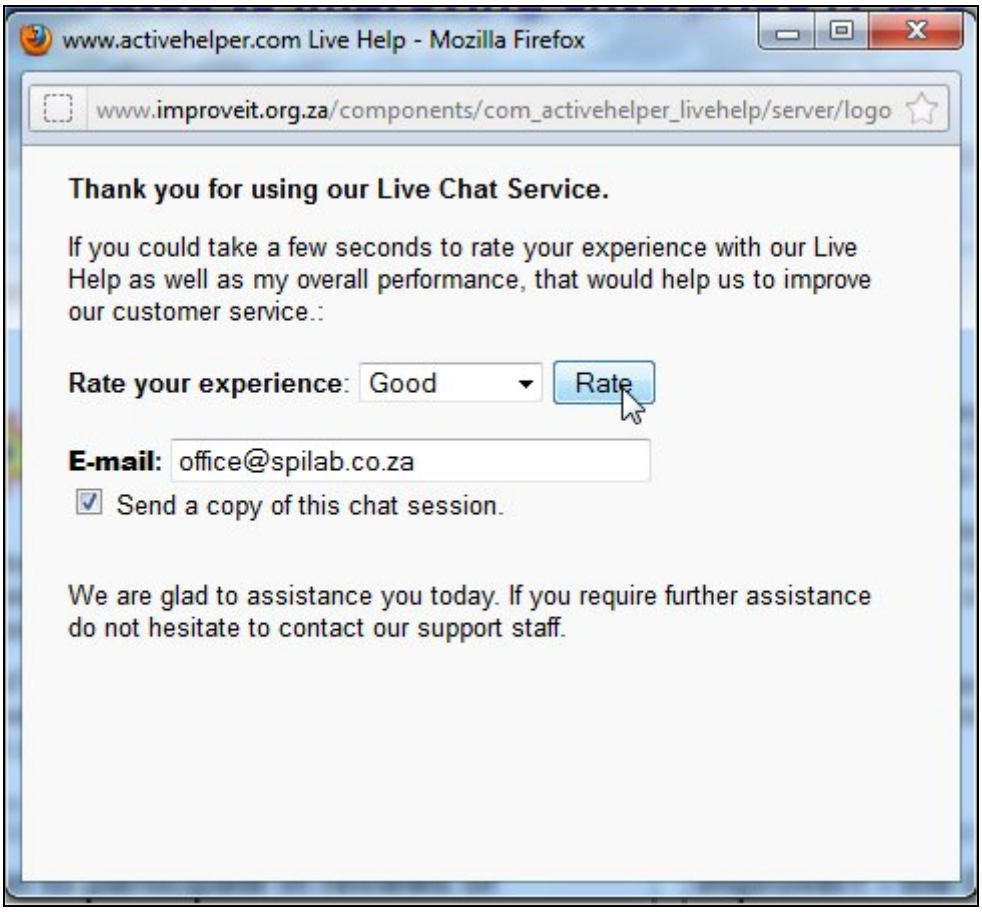

www.activehelper.com Live Help - Mozilla Firefox
www.improveit.org.za/components/com_activehelper_livehelp/server/logo
Thank you for using our Live Chat Service.
If you could take a few seconds to rate your experience with our Live Help as well as my overall performance, that would help us to improve our customer service.:
Rate your experience: Good
Rate
E-mail: office@spilab.co.za
Send a copy of this chat session.
We are glad to assistance you today. If you require further assistance do not hesitate to contact our support staff.

Figure 79 Chat session logout – and rating of session

6.1.2.2 2.2 Offline mode

9. An e-mail can be sent – agents are offline at present.

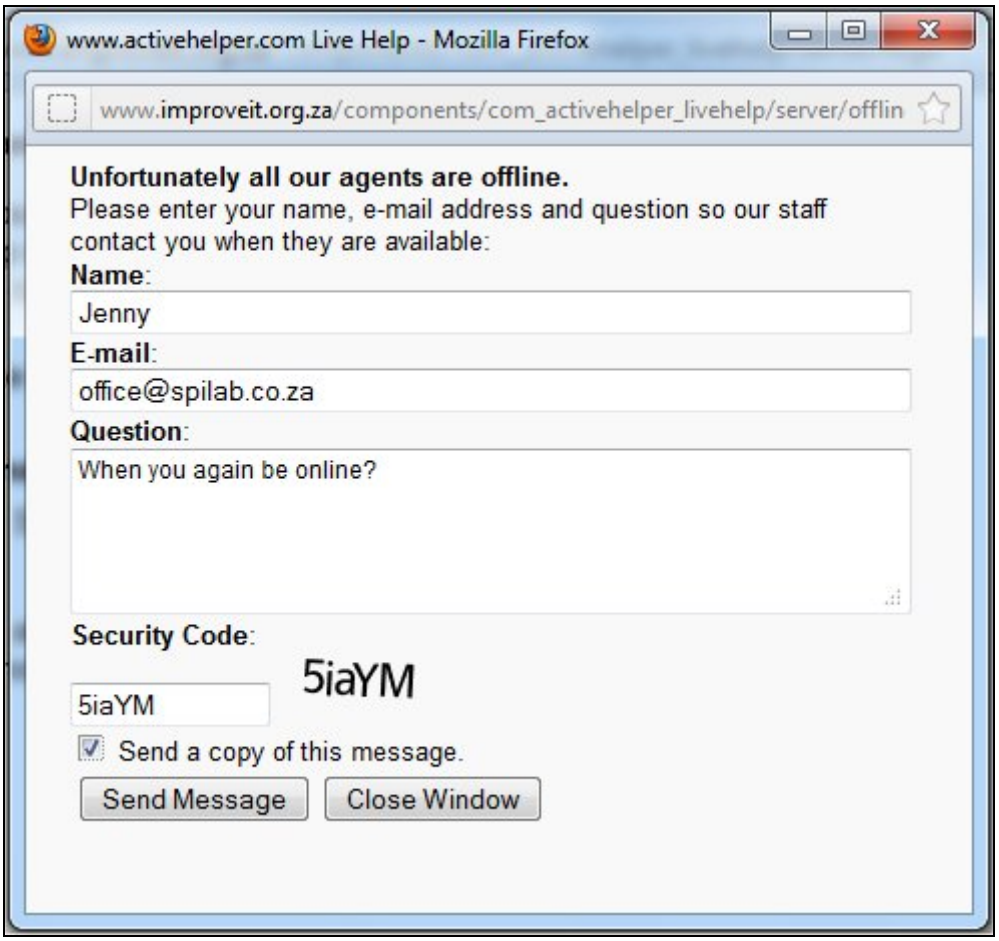


Figure 80 Agents are offline

6.1.3 3. Remarks:

None.

6.1.4 4. See also:

None.

6.1.5 Shortcut keystroke:

7 The meeting booking system

7.1 01 The Meeting Booking System

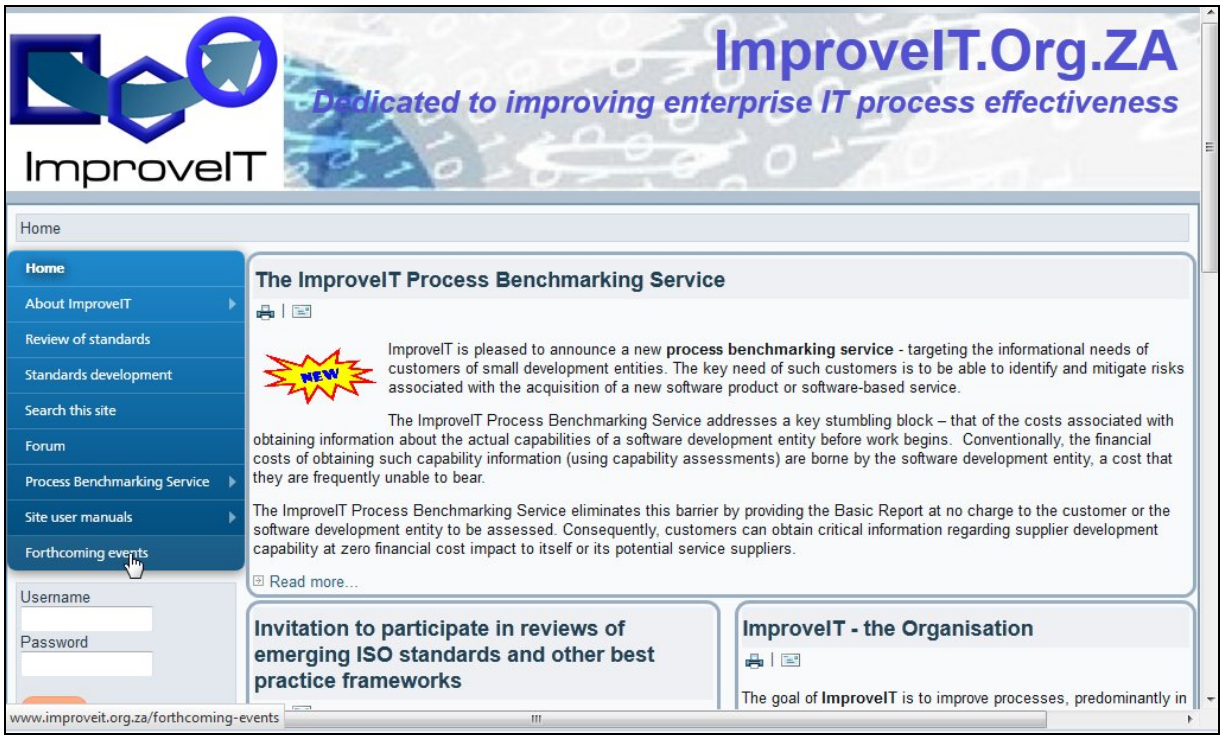
7.1.1 1. Introduction:

The meeting booking system complements the use of the forum system by providing the means for reserving a place at a forthcoming meeting event – typically a standards review event.

7.1.2 2. Usage:

7.1.2.1 2.1 The forthcoming events menu link:

6. Where the forthcoming events menu link is located.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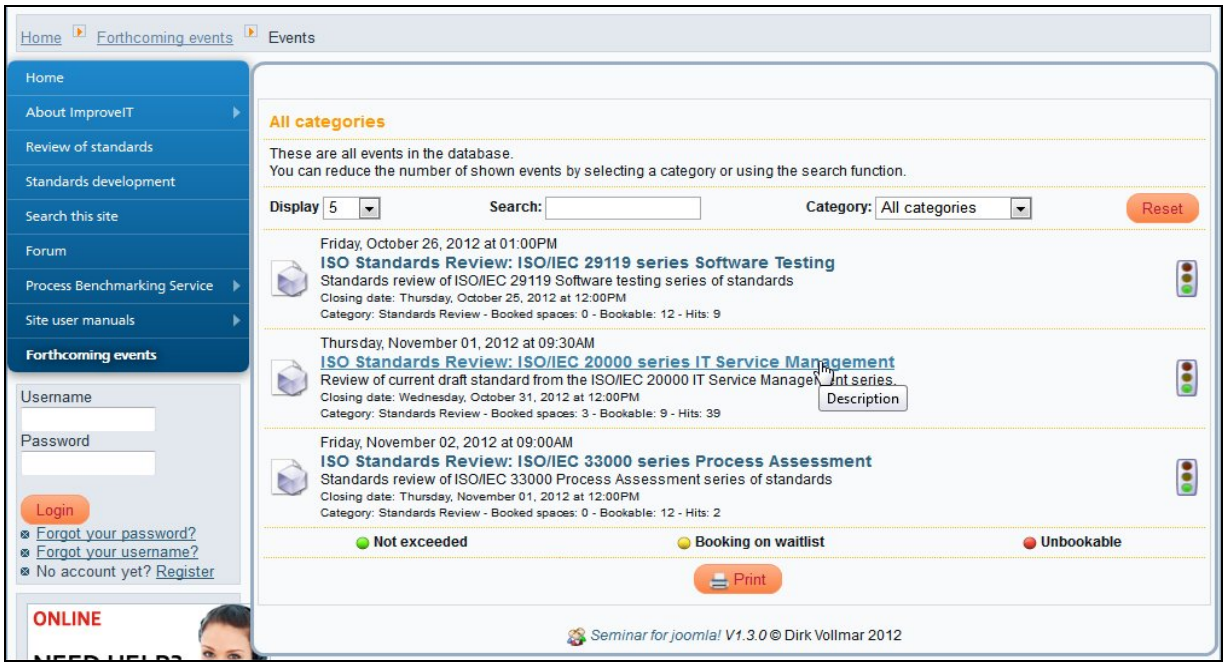
The goal of ImproveIT is to improve processes, predominantly in
www.improveit.org.za/forthcoming-events

Figure 81 The forthcoming events menu link

7. The Forthcoming Events display.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Forthcoming events
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Standards development
Search this site
Forum
Process Benchmarking Service
Site user manuals
Forthcoming events
Username
Password
Login
Forgot your password?
Forgot your username?
No account yet? Register
ONLINE
All categories
These are all events in the database.
You can reduce the number of shown events by selecting a category or using the search function.
Display 5
Search:
Category: All categories
Reset
Friday, October 26, 2012 at 01:00PM
ISO Standards Review: ISO/IEC 29119 series Software Testing
Standards review of ISO/IEC 29119 Software testing series of standards
Closing date: Thursday, October 25, 2012 at 12:00PM
Category: Standards Review - Booked spaces: 0 - Bookable: 12 - Hits: 9
Thursday, November 01, 2012 at 09:30AM
ISO Standards Review: ISO/IEC 20000 series IT Service Management
Review of current draft standard from the ISO/IEC 20000 IT Service Management series.
Closing date: Wednesday, October 31, 2012 at 12:00PM
Category: Standards Review - Booked spaces: 3 - Bookable: 9 - Hits: 39
Description
Friday, November 02, 2012 at 09:00AM
ISO Standards Review: ISO/IEC 33000 series Process Assessment
Standards review of ISO/IEC 33000 Process Assessment series of standards
Closing date: Thursday, November 01, 2012 at 12:00PM
Category: Standards Review - Booked spaces: 0 - Bookable: 12 - Hits: 2
Not exceeded
Booking on waitlist
Unbookable
Print
Seminar for joomla! V1.3.0 © Dirk Vollmar 2012

Figure 82 Forthcoming events list

Choose an event.

8. The selected event information panel.

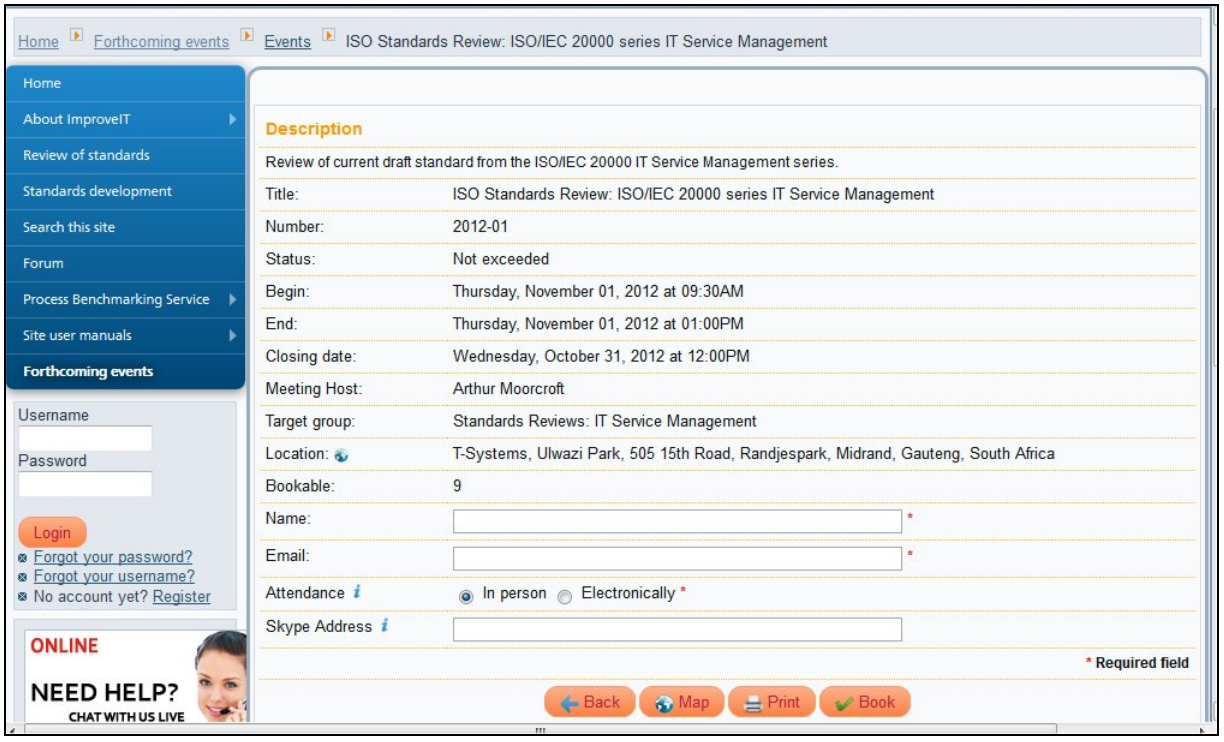

Figure 83 Selected event information panel

9. Username and email address entered

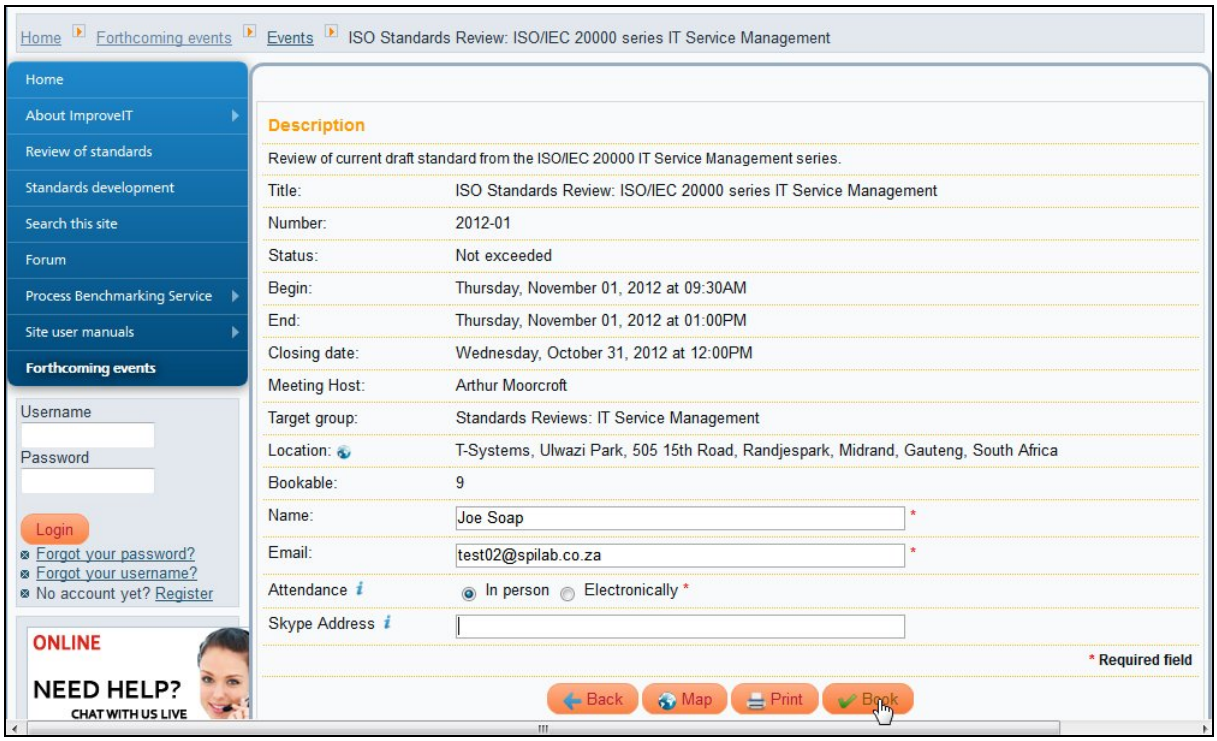

Figure 84 Provide user name and email address

10. Submit the booking

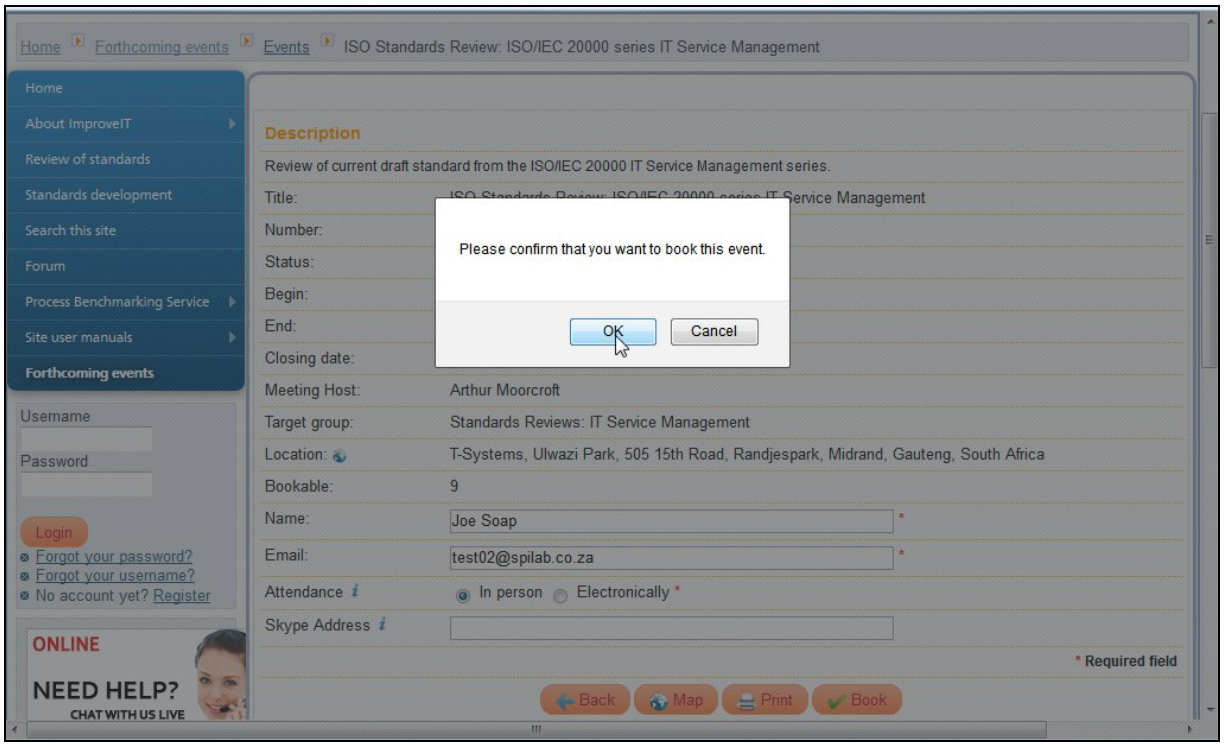

Figure 85 After submitting the booking

11. After confirmation.

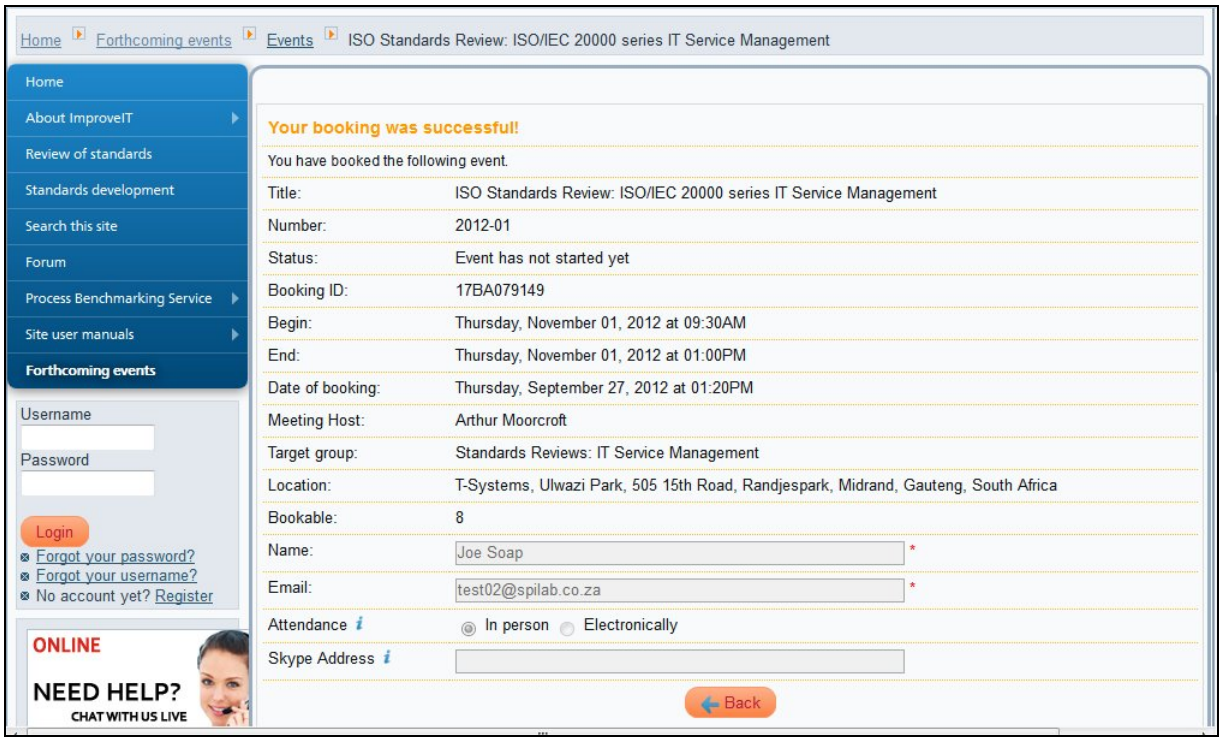

Figure 86 Booking confirmed

12. After confirmation – an email is sent.

Please do not answer this email.
You have booked the following event.
Name: Joe Soap
Email: test02@spilab.co.za
Booking ID: 17BA079149
Additional information
Attendance: In person
Skype Address:
ISO Standards Review: ISO/IEC 20000 series IT Service Management
Review of current draft standard from the ISO/IEC 20000 IT Service Management series.
Number: 2012-01
Begin: Thursday, November 01, 2012 at 09:30AM
End: Thursday, November 01, 2012 at 01:00PM
Closing date: Wednesday, October 31, 2012 at 12:00PM
Meeting Host: Arthur Moorcroft
Target group: Standards Reviews: IT Service Management
Location: T-Systems, Ulwazi Park, 505 15th Road, Randjespark, Midrand, Gauteng, South Africa
For more information please visit http://www.improveit.org.za/.

Figure 87 Confirmation by email

7.1.2.2 2.2 Cancelling a booking

1. In order the keep the user interface extremely simple, the feature for user cancellation of a booking has been hidden.

2. To cancel a booking, please send a cancellation message to <office@improveit.org.za> with a note requesting cancellation of attendance at the chosen event.

7.1.3 3. Remarks:

None.

7.1.4 4. See also:

None.

7.1.5 Shortcut keystroke: